








MTM READINESS CHECKLIST

Category	Subject	Deadline	Readiness Documentation/Response	Documents Submitted	Comments	Requirement Satisfied Yes/No
LICENSURE, ACCREDITATION, CERTIFICATION Lead: Mario	Office location identified	11/1/18	Lease/Agreement	  MTM - Trade Name COPIER@MTM-INC. Certificate - City of WNET_20181119_1128	Added document 10/30/2018 – SB MTM 11/16/18 EOHHS requests copy of lease 11/26/2018 – copy of lease included – SB MTM	Yes
	Licensed business in RI	11/1/18	License	 MTM RI Cert of Good Standing 10.2	Added document 10/30/2018 – SB MTM	Yes
	Register as State vendor	11/1/18	Registration/Written attestation	 MTM RI Enrollment Status - ENROLLED 1	Added document 10/30/2018 – SB MTM	Yes
TRANSPORTATION PROGRAM ADMINISTRATION Lead: Jason/Mario	Key management staff in RI	11/1/18	Written attestation	Staffing Plan submitted with contract 9/25/2018 - MTM	Submitted with contract – September 2018 – SB MTM	Yes
	RI Works consideration	11/1/18	Policy and Procedural Manual	 RI Works Contacts and Recruiting Infor	Lissa to touch base with Kim Rauch Added document 11/7/2018 – SB MTM	
	Unemployment etc	11/1/18	Policy and Procedural Manual		MTM has policies/procedures around Equal Employment Opportunities, Separation of Employment, Hiring New or Replacement Positions, Discipline Process, etc. but there is nothing specific regarding Unemployment. –Can you please clarify the intent here? SB – MTM	
	Encourage M/WBE	11/1/18	Policy and Procedural Manual		DOA oversight in play. 10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	



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	Policy and Procedural Manual	11/1/18	Policy and Procedural Manual	 2018 Compliance Program Plan_Final.	10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Implementation Plan	10/15/18		 Rhode Island NEMT Implementation 201	Submitted in September 2018 – SB MTM	Yes



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	Websites, Mobile Applications & Other Innovations	12/1/18	Written attestation		<p>11.12.18: MTM will develop a stakeholder-facing informational website, www.mtm-inc.net/rhode-island, dedicated exclusively to Rhode Island's NEMT, TANF, and ETP programs. The website will include the procedures required to request services, complaint and appeal procedures, riders' rights and responsibilities, contact information, and other pertinent program details. Content will be approved by EOHHS prior to going live.</p> <p>Client Dashboard by Member – MTM has an existing client portal that will allow the EOHHS to search for a member, display all of their trips for a definable date range, see trip status, locations, and assigned provider. This list by member is exportable.</p> <p>Client Dashboard of trip summary by Transportation Provider.</p> <p>1. ETA Q1 2019</p> <p>a. We will look to do a dashboard by TP and by mode. We will have a filter for trip status, mode date range, and transportation provider. We will look to make this exportable as the receipt dashboard is.</p> <p>Member Portal and App currently under development – estimated completion mid/late Q1 2019.</p>	
TRANSPORTATION PROGRAM ELIGIBILITY AND	Medicaid Eligible and Enrolled Recipients file receipt	12/1/18	Written attestation		<p>11/7/18: MTM expects to receive 1st production file on 12/8/2018 as indicated from DXC. – SB MTM</p>	









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PROGRAM ENROLLMENT Lead: NEED	Temporary Assistance for Needy Families (TANF) file receipt	12/1/18	Written attestation		Potential DHS removal of program from brokerage 11/7/18: MTM expects to receive 1 st production file on 12/8/2018 as indicated from DXC. – SB MTM	
	Non-Medicaid Elderly Population file receipt	12/1/18	Written attestation		11/7/18: EOHHS to provide 1 st file of ETP members – unknown timing. SB MTM	
	Process Denial of Service Determinations	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM 11/30 EOHHS – Denial of service letter not approved	
RECIPIENT ENROLLMENT AND DISENROLLMENT Lead: NEED	Elderly Transportation Program	12/1/18	Written attestation			
	Eligibility Procedures	12/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Eligibility Verification	12/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Receive 834 eligibility file from EOHHS	12/1/18	Written attestation		11/7/18: MTM expects to receive 1 st production file on 12/8/2018 as indicated from DXC. – SB MTM	
	Challenging member behavior policy and procedure	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	



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	Attendant (escort) policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Stakeholder education/awareness plan	11/1/18	Plan	 Communication and Education Plan Implementation Spr  Facility  Town Hall Sign in Sheet.docx  Facility Intro Letter-Standard.doc  MTM Overview Presentation.pptx  State Resource Guide-Standard.doc	11/30 EOHHS Facility implementation spreadsheet - Approved Facility intro letter – Approved MTM Overview PP – Approved State resource guide - Approved Comm and Education Plan – Pending Town hall sign-in – pending	
LEVELS OF SERVICE AND MODES OF TRAVEL Lead: Mario	Curb-to-Curb Service	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Door to Door Service	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Services available 24/7, 365 days a year.	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	










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	Public Transit (bus)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Ride-Share Program (Uber/Lyft)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Public Motor Vehicle	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Multi-Passenger Van	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Wheelchair Van	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Ambulance (stretcher van, ALS/BLS)	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Mileage Reimbursement	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	



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	Volunteer Drivers	11/21/18	Policy		11/16 EOHHS added P&P for volunteer drivers 10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
COORDINATION OTHER HEALTH/ SOCIAL SERVICES AVAILABLE TO RECIPIENTS Lead: Jason/Mario				Revised Outreach Plan & Revised Corresponding materials – MTM <div>   </div> <div> Communication and Education Plan Implementation Spr Facility </div> <div>   </div> <div> MTM Overview RI Facility Intro Presentation 0669, C Letter 3.10.7.1.docx </div> <div>   </div> <div> RI State Resource Town Hall Sign in Guide 3.10.7.1.docx Sheet 1041, 3.10.7.1. </div> <div>  </div> VOC Presentation 3.5.docx	Provided in Outreach Plan - MCOs are not specifically mentioned in the Outreach Plan but MTM includes MCOs as part of our outreach plan when directed by the client. – MTM VOC Presentation - Pending	
	Managed Care Organizations	11/1/18	Written attestation			
	Accountable Entities	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Provided in Outreach Plan - Identify Key Stakeholders (Advocacy Groups/Legislators/NEMT Advisory Committee), Federally Recognized Tribes, Refugee Populations, Health Care Providers, Provider Associations, Community Base Organizations, Consumer Representatives Discuss with EOHHS any special needs groups – MTM	




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	RI Public Transit Authority	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Establish contact and open communication with public transit entities/ADA para-transit providers, escalate information to Network Management Community Outreach collaborates with Logistics to provide necessary information regarding fixed route and ADA information. - MTM	
	High utilizing providers (Adult Day, OTP, Dialysis etc.	11/1/18	Written attestation	Revised Outreach Plan & Revised Corresponding materials - MTM	Identify contact information for dialysis and other medical facilities. Community Outreach is researching and establishing contact information for medical facilities during implementation. Proactive outreach via phone, web sessions, email and on-site will continue through the life of the contract. – MTM	
TRANSPORTATION PROVIDER NETWORK Lead: Jason/Mario	TP supply adequacy	11/15/18	Weekly written update		11/16 EOHHS – Please provide weekly updated list of contracted TPs with detail on location and level of service Also needed is a weekly updated Geo Mapping of contracted TPs 11/21/2018: per Operations Meeting – due date negotiated to be submitted by 11/28/2018	
	TPs insured	11/15/18	Written attestation		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	
	TPs licensed, certified, permitted	11/15/18	Written attestation		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	
	TP selection criteria	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	









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	Contingency plans for unexpected peak transportation demands	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Recovery policy	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Incentive program policy and procedure if applicable	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Fraud Waste and Abuse policy	11/1/18	Policy	 FWAIntegrityPlan_FINAL4REVIEW.docx	10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Authorizing services	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Scheduling services	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Managing payments	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	



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	Making payments	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	TP contracts	11/1/18	Contracts	 TPSA - RI 2019.docx  Appendix A - BAA - RI 2019.docx  Schedule A v2.2  Appendix B - 2018.01.11 - Section Credentials - RI 2019.docx  Appendix C  Schedule B v1.0 Downstream MA Memo 08.2018 - RI 2019.docx		
	TP contracts executed	weekly	Weekly update		11/16 EOHHS please send copy of contracts	
	TP monitoring policy and procedures	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	TP Corrective action process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	TP termination process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	

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	Alternative transportation options	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Post-trip Review and Verification	11/1/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	Pre trip Review and Trip verification	11/1/18	Policy	 Daily Pre-Trip Inspection Report -	10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Training events and training materials	11/1/18	Policy	 New Provider training and nesting  Transportation Provider Training Materials.zip	10/30/2018 Added Transportation Provider Training Materials and Nesting Plan – SB- MTM	
	Process Retroactive Eligibility Claims	12/1/18	Policy			
	Vehicle compliance policy	11/1/18	Policy	 Vehicle Inspection & Guidelines RI 201  RI Vehicle Inspection Form.xls	11/18 EOHHS approved guidelines 11/18 Still pending approval: Inspection form	Yes
	AVL capacity	4/1/19	Written attestation		EOHHS granted 90 day grace period from 1/1/19	
	ADA compliance	12/1/18	Policy			
	Permits and licenses	12/1/18	As documented		11.12.2018 – MTM submittal of Transportation Provider Appendix B EOHHS Approval – 10.16.18	Yes
	TPs located in RI	Weekly updates	Weekly updates		11/18 EOHHS – Please send weekly updates	







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	Background checks	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	TP training curriculum: CPR, HIPAA, Cult Comp, Def Driver	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	
	TP identification	Weekly updates	Weekly updates			
BUSINESS OFFICE AND CALL CENTER LOCATION Lead: Jason/Mario	Co-located in RI	11/15/18	Lease		Concern with call center reps working from home. 10/30/2018 – MTM CCR staff will be located onsite in Rhode Island office. 1 st Training Class slated for 11/12/2018 11/18 EOHHS requests copy of lease 11/26/2018 – attached above – SB MTM	Yes
	Staff training curriculum	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Fully staffed	12/1/18	Written attestation		Concern with management presence in RI	Yes
	Fully equipped	12/1/18	Written attestation		MTM will have facility fully equipped the week of 12/10/2018 to include, workstations, office equipment and break room equipment. Internet and Phone services are fully functional week of 11/19/2018. SB-MTM	
	Personnel Policy and Procedures	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Approval from EOHHS – 10/30/2018 Submitted Operations Manual – 11/20/2018 – SB MTM	



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TRANSPORTATION RECIPIENT SERVICES Lead: Jason/Mario	Member materials	11/15/18	As documented		11.12.18: all member facing materials supplied. Waiting EOHHS approval. List of documents can be found on weekly Operations agenda. 11/21/2018: MTM to translate all member facing documents in Spanish and European Portuguese once English version is approved. MTM to include the following footer on ALL RI approved documents (RI-APPROVED-MMDDYYYY) – SB MTM	
	Toll free number(s)	12/15/18	Written attestation	 RespOrgForm_8553 09131.pdf  CL 72385467 2018.11.15 Remit pg	11/21/2018: MTM will transition the existing toll free number for all reservations/where's my ride inquiries. MTM submitted We Care Line for complaint intake within approved protocols. ResPorg Forms included. SB - MTM	Yes
	24/7 operations	12/15/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Call flow routing	12/15/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Telephone Device for the Deaf (TDD)	12/15/18	Written attestation	 RE EXTERNAL Rhode Island Toll Fr	11/21/2018: We don't typically assign an alternate phone number for these services and use the global number 711. EOHHS approved on 11/20/2018 – message included. –SB MTM	Yes
	Multilingual capacity	12/15/18	Written attestation	 Language Attestation.docx	Language attestation added – SB MTM	Yes
	Automatic Call Distributor (ACD)	12/15/18	Written attestation		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Call Tracking	12/15/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Response standards for member service	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Telephone system back up system	12/15/18	Written attestation		Submitted Operations Manual – 11/20/2018 – SB MTM	

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	Determine the Mode of Transport	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Call Extraction and Reporting	1/1/19	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
TRANSPORTATION PROVIDER SERVICE DELIVERY Lead: Jason/Mario	Toll free line for provider relations	12/1/18	Written attestation	 Transportation Provider Helpdesk C	11.12.18: In an effort to streamline Provider Relations, MTM instituted several channels of communication for Transportation Providers. Please see attached document as written attestation of the communication channels available to Transportation Providers.	
	Response standards for Provider service	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Claims Processing Function	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Prior Authorization	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Provider complaint policy	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Provider Manual	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Process Trip Assignments	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
PAYMENTS Lead: Jason/Mario	Receive capitation payments	2/1/19	Written attestation			
	Receive ETP and TANF payments	2/1/19	Written attestation			
	Claims Processing and MIS	12/15/18	Written attestation		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Audit capacity	1/1/19	Written attestation	 MTM Provider Audit - RI 2019.xlsx		
	Financial Data Reporting	2/1/19	Policy		11/30 EOHHS – Please provide sample financial statement	



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GUARANTEES, WARRANTIES, AND CERTIFICATIONS Lead: Mario	Broker Certification of Truthfulness	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM attested to this by signing the contract.	Yes
	Broker Certification of Legality	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM attested to this by signing the contract.	Yes
	Insurance endorsement	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Performance Bond or Substitutes	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Professional liability insurance	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Workers' compensation	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
	Comprehensive liability insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Property damage insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Errors and Omissions insurance	12/1/18	Certification		11.12.18: sent clarification 11.9.18 on the intent of this certification. Based on MTM legal review, MTM certified to this by sending copies of MTM's Certificates of Insurance with executed contract.	Yes
	Automobile Liability	8/16/18	Certification		Submitted with proposal (SB-MTM)	Yes
RECORDS RETENTION Lead: Jason/Mario	Ability to maintain for 10 years	Ongoing	Written attestation			Yes
	Service delivery	Ongoing	Written attestation			

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	Financial statements	Ongoing	Written attestation			
	Maintain Confidential Information	12/1/18	Written attestation			Yes
PERFORMANCE STANDARDS AND DAMAGESLead: Jason/Mario	Electronic report submission	12/1/18	Written attestation			
	837 submission	12/15/18	Written attestation			
	277CA reports	12/15/18	Written attestation			
	Encounter data and reporting	12/15/18	Written attestation			
	Quality Assurance policy	12/1/18	Policy	 2018 Quality Assurance Program_		Yes
	Quality Assurance data and reporting	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Quality Improvement & Operations Plan	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Recipient Satisfaction Data and reporting	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Fraud and Abuse reports	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Recovery reporting	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	









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	Utilization Review policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Performance reports	12/1/18	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Liquidated Damages	12/1/18	Policy		EOHHS granted 180 grace period from start of contract.	
	Ombudsman to be located in RI by end of 2019 Q1	3/31/18	Written attestation		11/16 EOHHS added this requirement	Yes
COMPLIANCE Lead: Jason/Mario	Disclosure of Ownership and Control Interest	12/1/18	Written attestation	 RI Disclosure of Ownership pages.pdf		Yes
COMPLAINTS, GRIEVANCE AND APPEALS Lead: Jason/Mario	Complaint Resolution policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	Yes
	Grievance Process policy	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Expedited Resolution of Appeals process	11/15/18	Policy		10/30/2018 Requesting extension on the delivery of this Manual – SB- MTM Submitted Operations Manual – 11/20/2018 – SB MTM	
	Grievance and Appeals data and reporting	1/1/19	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
	Complaint data and reporting	1/1/19	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	



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ANNUAL COMPLIANCE AUDIT Lead: Jason/Mario	Audit compliance per contract	1/1/19	Policy		Submitted Operations Manual – 11/20/2018 – SB MTM	
INSPECTION OF WORK PERFORMED (EOHHS APPROVAL) Lead: Jason/Mario	Marketing materials	11/1/18	As documented	 Rhode Island Postcard Text.docx  Rhode Island Website Text.docx	11/30/18 EOHHS Postcard text approved	
	Written materials	11/1/18	As documented	 RI ACA Language Insert.docx	Added document – SB- MTM	Yes
	Recipient Communication	11/1/18	As documented		10/30/2018 – Awaiting approval on Communication materials & Member file – SB-MTM	
	Partner/Stakeholder/Facility Communication/Engagement	11/1/18	Written plan	 Communication and Education Plan  Communication and Education Plan	Revised Outreach Plan & Revised Corresponding materials uploaded above – SB-MTM	
	Multilingual capacity	11/1/18	Written attestation	 Language Attestation.docx	Language attestation attached- SB - MTM	Yes