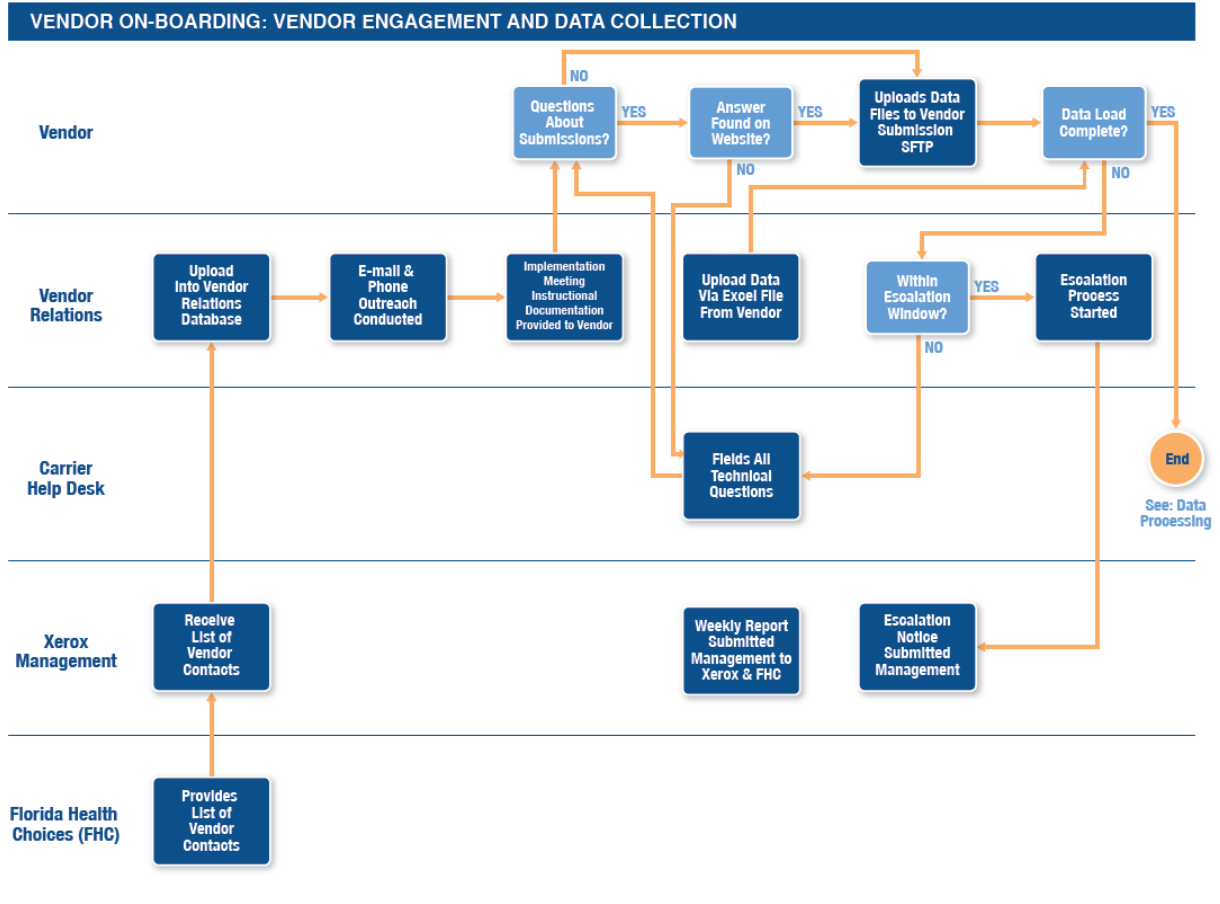


Vendor Engagement



Process Step:	Provides List of Vendor Contacts
Actor:	Florida Health Choices
FHC will provide to Xerox's Vendor Relations staff a list of all Vendor contact information as collected for Vendors that are currently or expected to participate in the Marketplace.	

Process Step:	Upload into Vendor Relations Database
Actor:	Vendor Relations
Xerox will manage the Vendor contact information provided by FHC and upload into the Vendor database for contact management.	

Process Step:	E-mail, Mail & Phone Campaign Conducted
Actor:	Vendor Relations
Xerox will begin an outreach campaign to selected Vendors to begin the rates and benefits data exchange process.	

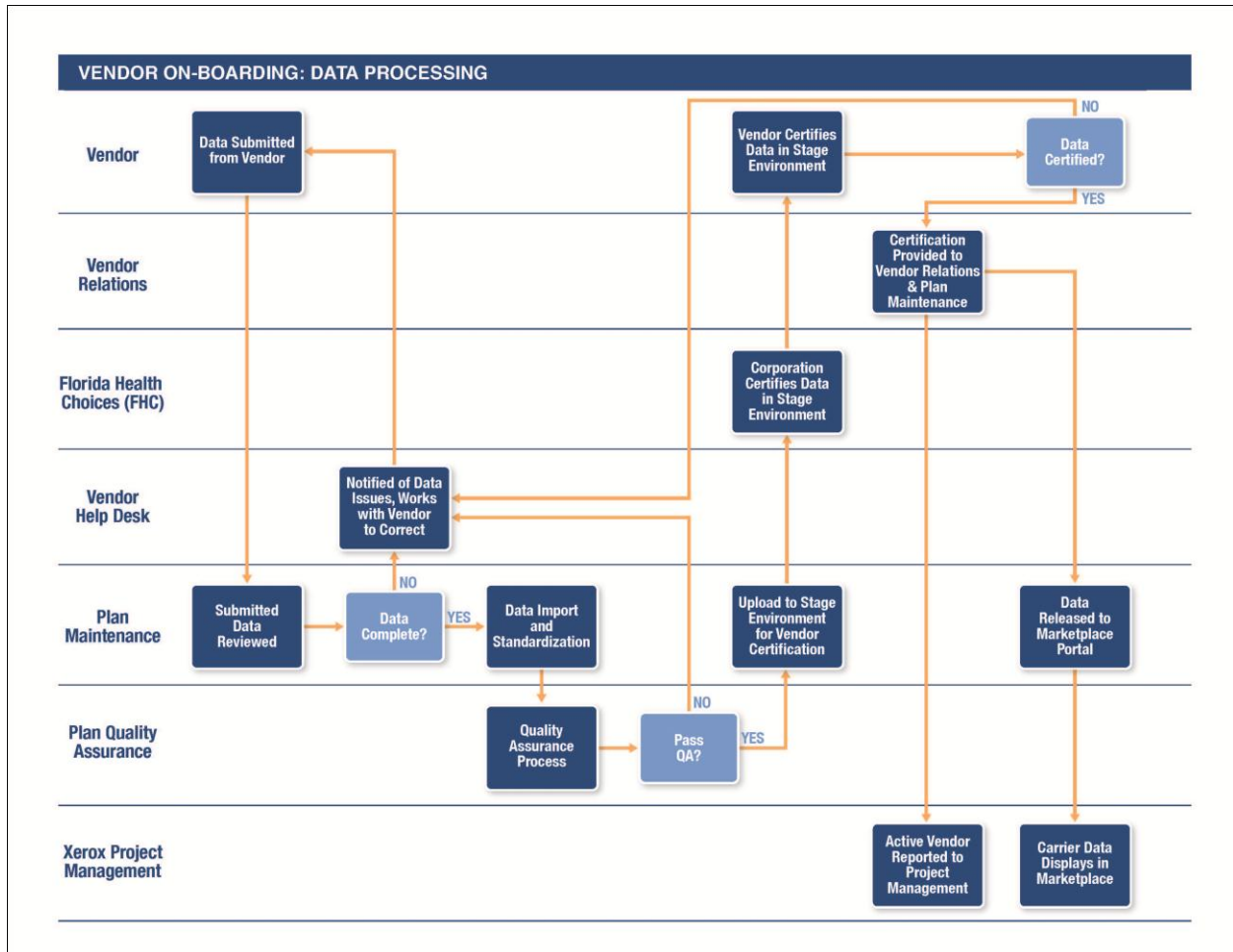
Process Step:	Implementation Meetings
Actor:	Vendor Relations
Xerox will hold meetings with the Vendors currently under contract to stay informed and discuss upcoming rate, benefit, or plan changes. These meetings are attended by director or higher level Vendor contacts. First meeting is June 29 th 2012 during the Vendor Conference.	

Process Step:	Weekly Report Submitted to FHC Project Management
Actor:	Vendor Relations
FHC Vendor On Boarding Report will include Vendor activities, tracking, initial contact dates, contract status, unengaged Vendors, training, completion, data delivery, data rejection, data approval, Vendor certification and Vendor on boarding.	

Process Step:	Fields all Technical Questions
Actor:	Help Desk
This help desk will operate in the form of a support queue. Xerox will provide the Vendors with a direct phone number to the help desk. The Help Desk representative will coordinate efforts with the Vendor via email, phone, and if necessary interactive WebEx sessions in an effort to help the Vendor build and implement the standardized data format on schedule with the data submission timeline.	

Process Step:	Uploads Data files via SFTP
Actor:	Vendor
The Vendor will be responsible for submitting the standardized data file through the SFTP server on schedule with the data submission timeline. For the initial data transfer of 01/01/2013 rates, Xerox will work with each Vendor on a mutually agreeable format and method for data delivery.	

Data Processing:



Process Step:	Submitted Data Reviewed
Actor:	Plan Maintenance
Once data is submitted via SFTP from the Vendor, Plan Maintenance will complete an initial validation and review of the data for as it pertains to plans, rates, benefits, areas and zip codes for completeness prior to moving into full quality assurance testing.	

Process Step:	Notified of Data Issues. Works with Vendor to Correct
Actor:	Help Desk
Once data submitted is verified internally, the Help Desk will provide a data discrepancy report and contact the Vendor to notify them of the errors found upon initial data review. The Help Desk will coordinate with the Vendor to assist with correcting the errors found and to resubmit the data in a timely fashion in order to stay on target with the data submission schedule.	

Process Step:	Quality Assurance Begins
Actor:	Plan Quality Assurance
Quality Assurance Specialist will begin a thorough review, verification of all data submitted for completeness and accuracy. Data to be reviewed includes plans, rates, benefits, coverage areas, zip codes, eligibility, collateral documents (brochures, applications, forms, etc.) and business rules.	

Process Step:	Upload to Stage Environment for Vendor Certification
Actor:	Plan Maintenance
Once QA has been completed, Plan Maintenance will upload the data to the FHC staging environment in order for FHC and the Vendor to certify that their data is represented completely and accurately.	

Process Step:	FHC Certifies Data in Stage Environment
Actor:	FHC
Xerox will notify FHC that the Vendor data is ready for their review and certification through the staging environment.	

Process Step:	Vendor Certifies Data in Stage Environment
Actor:	Vendor
Once complete, Xerox will notify Vendor that their data is ready for their review and certification through the staging environment.	

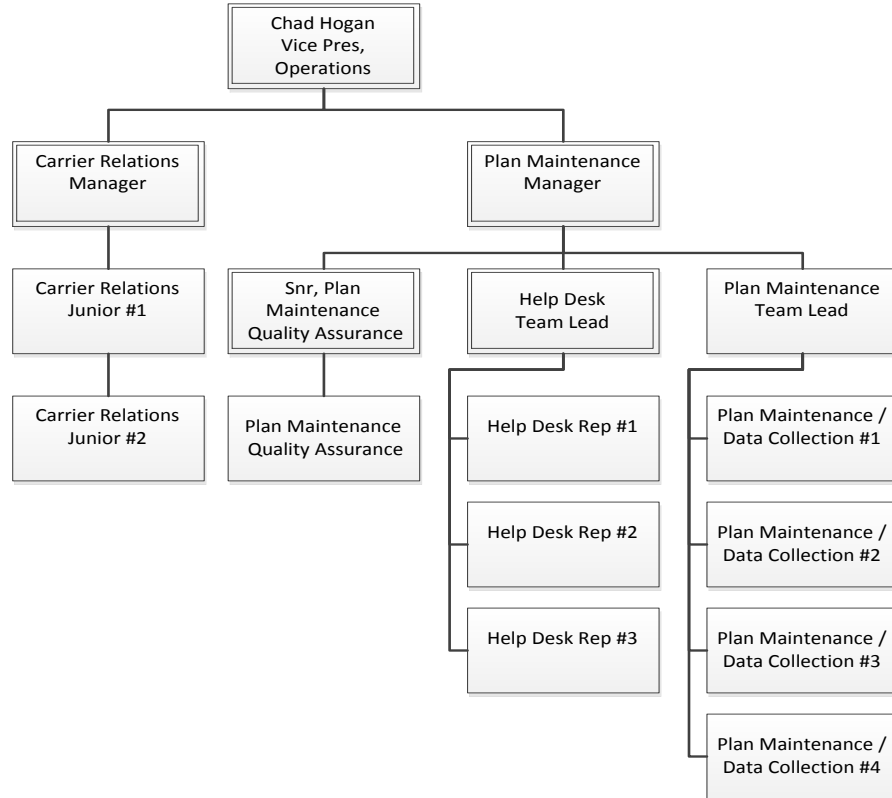
Process Step:	Certification Provided to Vendor Relations & Plan Maintenance
Actor:	Vendor Relations
Vendor Relations will collect and manage certifications delivered by Vendors into database and FHC Vendor On Boarding Report.	

Process Step:	Active Vendor Reported to FHC and Xerox Project Management
Actor:	Vendor Relations
Upon receipt of certification, Vendor Relations will communicate to FHC and Xerox that the Vendor certification has been received.	

Process Step:	Data Uploaded to Marketplace Portal
Actor:	Plan Maintenance
Upon notification from Vendor Relations that the Vendor has certified their data, Plan Maintenance will stage the data for release to the FHC Marketplace portal.	

Key Contacts:

Support Role	Description	Contact	Phone	E-mail
Executive Support	Operations and Escalation	• Chad Hogan	714.564.5020	chad@quotit.com
Vendor Relations Manager	Program Rules and Escalation Support	• Brenda Scott	714.567.4430	bscott@choiceadmin.com
Plan Maintenance Manager/ Help Desk	Management of Rates, Benefits & Plan Documentation	• Operational: Lori White • Escalation: Rick Newman	714.564.5062	Lori.White@quotit.com Rick.Newman@quotit.com
Operations Manager	Member Services Enrollment, Billing , Eligibility	• Rita Angel	714.564.4861	rangel@calchoice.com
Technical Lead	EDI integration	• Dean Munt	714.567.3705	djmunt@wordandbrown.com





Vendor Engagement and Data Collection

01/01/2013 Rate & Benefit Data Submission Schedule

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
June 2012						
25	26	27	28 FHC Vendor Fair	29 Vendor Office Hours Meetings	30	31
July 2012						
1	2	3	4	5	6 Rates and Benefits submitted to Xerox	7 Rate and Benefit Upload
8 Rate and Benefit Upload	9 Rate and Benefit Upload	10 Rate and Benefit Upload	11 Rate and Benefit Upload Q&A with Vendor	12 Rate and Benefit Upload Q&A with Vendor	13 Rate and Benefit Upload Q&A with Vendor	14 Rate and Benefit Upload
15 Rate and Benefit Upload	16 Final Q&A with Vendor	17 Prepare Stage Environment Data	18 Prepare Stage Environment Data	19 Stage Environment Data Review with FHC	20 Release Stage Environment Data for Vendor Review	21 Vendor Review
22 Vendor Review	23 Vendor Confirm Data	24 Release for Marketplace UAT	25	26	27	28