

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1	Arkansas Health Connector Division	Mon 4/23/12	Wed 12/31/14	49%	A	B	C	D
1.1	HBE Administrative	Mon 4/23/12	Tue 10/21/14	68%	A	B	C	
1.1.1	Planning, Management, QA	Mon 4/23/12	Tue 12/31/13	46%	A	B		
1.1.1.1	Financial Management	Mon 4/23/12	Mon 4/23/12	100%	A	B	C	D
1.1.1.2	Policies & Procedures (BP 11.3)	Tue 9/4/12	Thu 1/31/13	100%	A			
1.1.2	Program Operations	Mon 4/23/12	Tue 10/21/14	71%	A	B	C	D
1.1.2.1	Federal Grants	Mon 4/23/12	Mon 6/30/14	62%	A	B	C	D
1.1.2.1.1	Reporting	Mon 7/16/12	Mon 6/30/14	37%	A	B	C	D
1.1.2.1.1.1	Planning Grant Quarterly Report- Final (Jul-Sept 2012)	Mon 10/15/12	Fri 12/14/12	100%				
1.1.2.1.1.2	Level One A Quarterly (Apr-Jun 2012)	Mon 7/16/12	Mon 7/30/12	100%	A			
1.1.2.1.1.3	Level One A - Semi-Annual (Jul-Dec 2012)	Wed 1/2/13	Wed 1/30/13	100%	A			
1.1.2.1.1.4	Level One A - Semi-Annual (Jan-Jun 2013)	Fri 6/28/13	Tue 7/30/13	100%	A			
1.1.2.1.1.5	Level One A - Semi-Annual (Jul-Dec 2013)	Thu 1/2/14	Thu 1/30/14	0%	A			
1.1.2.1.1.6	Level One A - Final (Jan 1, 2014-Feb 21, 2014)	Mon 2/24/14	Tue 5/20/14	0%	A			
1.1.2.1.1.7	Level One - B - Semi-Annual- (Sept 27, 2012 - Dec 31, 2012)	Tue 12/4/12	Wed 1/30/13	100%		B		
1.1.2.1.1.8	Level One - B - Semi-Annual- (Jan 1, 2012 -Jun 30, 2013)	Mon 7/1/13	Tue 7/30/13	100%		B		
1.1.2.1.1.9	Level One - B - Final (Jul 1, 2013 - Sep 26, 2013)	Fri 9/27/13	Thu 12/26/13	0%		B		
1.1.2.1.1.10	Level One - C - Semi-Annual- (April 1-June 30)	Fri 6/28/13	Tue 7/30/13	100%			C	
1.1.2.1.1.11	Level One - C - Semi-Annual- (Jul 1, 2013 -Dec 30, 2013)	Thu 1/2/14	Thu 1/30/14	0%			C	
1.1.2.1.1.12	Level One - C - Final (Jan 1, 2014 - March 31, 2014)	Thu 5/1/14	Mon 6/30/14	0%			C	D
1.1.2.1.2	Federal Grant Application	Mon 7/9/12	Fri 2/14/14	76%	A	B	C	
1.1.2.1.2.1	Apply for Level One-B	Mon 7/9/12	Wed 8/15/12	100%	A			
1.1.2.1.2.2	Submit Level One - A No Cost Extension	Mon 10/1/12	Mon 11/26/12	100%	A			
1.1.2.1.2.3	Apply for Level One - C	Wed 1/2/13	Mon 2/18/13	100%		B		
1.1.2.1.2.4	Create and Submit Level One B No Cost Extension	Mon 4/1/13	Fri 7/19/13	100%				
1.1.2.1.2.5	Apply for Level One - D	Mon 7/1/13	Thu 8/15/13	100%			C	
1.1.2.1.2.6	Apply for Level One - E (SBE)	Tue 10/1/13	Fri 11/15/13	0%			C	
1.1.2.1.2.7	Apply for Level One - F	Wed 1/1/14	Fri 2/14/14	0%			C	
1.1.2.1.3	Federal Gate Reviews	Mon 4/23/12	Wed 6/19/13	100%	A	B		
1.1.2.1.3.1	Planning Review	Mon 4/23/12	Fri 5/18/12	100%	A			
1.1.2.1.3.1.1	Prepare Review Materials	Mon 4/23/12	Fri 5/11/12	100%	A			
1.1.2.1.3.1.2	Request Review Date	Mon 4/30/12	Mon 4/30/12	100%	A			
1.1.2.1.3.1.3	Complete Review	Thu 5/17/12	Fri 5/18/12	100%	A			
1.1.2.1.3.2	Design Review 1	Thu 8/2/12	Tue 10/2/12	100%	A			
1.1.2.1.3.2.1	Prepare Review Materials	Thu 8/2/12	Mon 9/17/12	100%	A			
1.1.2.1.3.2.2	Request Review Date	Mon 8/13/12	Mon 8/13/12	100%	A			
1.1.2.1.3.2.3	Complete Review	Mon 10/1/12	Tue 10/2/12	100%	A			
1.1.2.1.3.3	Design Review 2	Thu 3/28/13	Wed 5/15/13	100%	A	B		
1.1.2.1.3.3.1	Prepare Review Materials	Thu 3/28/13	Tue 4/30/13	100%	A	B		
1.1.2.1.3.3.2	Request Review Date (Not Required)	Mon 4/1/13	Mon 4/1/13	100%	A	B		
1.1.2.1.3.3.3	Complete Review (Not Required)	Wed 5/15/13	Wed 5/15/13	100%	A	B		
1.1.2.1.3.4	Implementation Review	Mon 4/15/13	Wed 6/19/13	100%	A	B		
1.1.2.1.3.4.1	Prepare Review Materials	Mon 4/15/13	Fri 5/31/13	100%	A	B		
1.1.2.1.3.4.2	Request Review Date	Tue 5/14/13	Tue 5/14/13	100%	A	B		
1.1.2.1.3.4.3	Complete Review	Wed 6/19/13	Wed 6/19/13	100%	A	B		
1.1.2.1.4	Declaration Letter to DHHS	Fri 12/14/12	Fri 12/14/12	100%	A			
1.1.2.1.5	Blueprint Submission	Tue 10/9/12	Wed 12/19/12	100%	A			
1.1.2.2	Program Evaluation (11.0)	Mon 12/3/12	Tue 10/21/14	40%	A			

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.1.2.2.1	Create Evaluation RFP & Obtain DFA Approval	Mon 12/3/12	Thu 8/1/13	95%	A			
1.1.2.2.2	Publish Evaluation RFP	Fri 8/2/13	Fri 8/2/13	0%	A			
1.1.2.2.3	Evaluation RFP Responses Received	Fri 8/30/13	Fri 8/30/13	0%	A			
1.1.2.2.4	Review Evaluation RFP Responses and Complete Procurement (12.0)	Tue 9/3/13	Mon 9/30/13	0%	A			
1.1.2.2.5	Develop Exchange Oversight and Monitoring Policies and Procedures (BP 11.1a)	Tue 10/1/13	Mon 11/11/13	0%	A			
1.1.2.2.6	Develop Quality Controls for Exchange Oversight and Monitoring Activities (11.1b)	Tue 10/1/13	Tue 11/12/13	0%	A			
1.1.2.2.7	Define Performance and Outcome Metrics (11.2)	Tue 10/1/13	Wed 11/13/13	0%	A			
1.1.2.2.8	Develop Performance and Outcome Metrics Tracking (11.2)	Mon 10/14/13	Fri 11/29/13	0%	A			
1.1.2.2.9	Implement Performance and Outcome Metrics Tracking (11.2)	Mon 12/2/13	Fri 12/6/13	0%	A			
1.1.2.2.10	Ongoing Evaluation Support Activities	Wed 12/11/13	Tue 9/30/14	0%	A			
1.1.2.2.11	Deliver Draft Performance Report and Recommendations	Tue 9/30/14	Tue 9/30/14	0%	A			
1.1.2.2.12	Deliver Final Performance Report and Recommendations	Tue 10/21/14	Tue 10/21/14	0%	A			
1.1.2.3	HCD Administrative Staffing Level One B	Tue 9/4/12	Mon 2/11/13	100%		B		
1.1.2.3.1	Add Program Operations Manager Position	Mon 10/1/12	Mon 2/11/13	100%		B		
1.1.2.3.2	Add Administrative Analyst II Position (Position not needed in timeframe)	Mon 10/1/12	Mon 2/11/13	100%		B		
1.1.2.3.3	Prepare Personnel Positions Paperwork for OPM	Tue 9/4/12	Tue 9/4/12	100%		B		
1.1.2.3.4	Prepare Personnel Positions Paperwork for Legislative Personnel Committee	Mon 10/1/12	Fri 10/5/12	100%		B		
1.1.2.3.5	Prepare Paperwork for MFG Approval by Legislative Committee	Mon 10/1/12	Fri 10/5/12	100%		B		
1.1.2.3.6	Advertise New Positions	Mon 10/1/12	Fri 12/14/12	100%		B		
1.1.2.4	HCD Staffing Level One C	Mon 3/4/13	Mon 6/24/13	23%			C	
1.1.2.4.1	Prepare Personnel Positions Paperwork for OPM	Mon 3/4/13	Fri 3/8/13	100%			C	
1.1.2.4.2	Obtain OPM Approval	Mon 3/11/13	Fri 3/29/13	100%			C	
1.1.2.4.3	Advertise New Positions	Mon 4/1/13	Fri 4/12/13	100%			C	
1.1.2.4.4	Screen Applications	Mon 4/15/13	Fri 4/19/13	100%			C	
1.1.2.4.5	Conduct First Interviews	Mon 4/22/13	Fri 5/3/13	0%			C	
1.1.2.4.6	Conduct Second Interviews	Mon 5/6/13	Fri 5/17/13	0%			C	
1.1.2.4.7	Prepare Personnel Positions Paperwork for Legislative Personnel Committee	Mon 4/1/13	Fri 4/5/13	100%			C	
1.1.2.4.8	Prepare Paperwork for MFG Approval by Legislative Committee	Mon 4/1/13	Fri 4/5/13	100%			C	
1.1.2.4.9	Obtain Legislative Approvals	Wed 5/1/13	Mon 6/3/13	100%			C	
1.1.2.4.10	Offer Positions	Mon 6/3/13	Fri 6/7/13	25%			C	
1.1.2.4.11	New Staff Start	Mon 6/10/13	Mon 6/24/13	0%			C	
1.1.2.5	Intra-Agency Agreements	Tue 12/4/12	Fri 5/31/13	100%	A	B		
1.1.2.5.1	Prepare, Negotiate and Finalize Agreements (12.0)	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.1	Life & Health	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.2	Consumer Services Division	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.3	Finance	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.4	Licensing	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.5	Liquidation	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.6	Legal	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.7	Rate Review	Tue 12/4/12	Fri 5/31/13	100%	A			
1.1.2.5.1.8	Information Systems	Tue 12/4/12	Fri 5/31/13	100%	A			
1.2	HBE Partnership Functions	Mon 4/23/12	Wed 12/31/14	45%	A	B		
1.2.1	Plan Management (BP 4.0)	Mon 4/23/12	Wed 12/31/14	63%	A	B		
1.2.1.1	Plan Management Program Definition	Tue 5/1/12	Fri 11/30/12	100%	A			

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.1.1.1	Essential Health Benefits	Tue 5/1/12	Thu 5/31/12	100%	A			
1.2.1.1.2	Active Purchaser vs. Open Market	Fri 6/1/12	Tue 7/31/12	100%	A			
1.2.1.1.3	Detailed Marketplace Model	Wed 8/1/12	Fri 8/31/12	100%	A			
1.2.1.1.4	Network Adeq and Market Standard	Mon 9/3/12	Fri 9/28/12	100%	A			
1.2.1.1.5	QHP Elements, Application Submission and Transmission of Data Elements	Mon 10/1/12	Wed 10/31/12	100%	A			
1.2.1.1.6	QHP Application and Certification Format and Content	Thu 11/1/12	Fri 11/30/12	100%	A			
1.2.1.2	Plan Management Staffing	Mon 12/3/12	Fri 4/26/13	100%		B		
1.2.1.2.1	Add Compliance Officer Position	Mon 12/3/12	Fri 4/26/13	100%		B		
1.2.1.3	QHP Bulletin/Rule	Wed 12/26/12	Thu 1/31/13	100%	A			
1.2.1.3.1	Draft QHP Bulletin/Rule (BP 4.1)	Wed 12/26/12	Wed 1/16/13	100%	A			
1.2.1.3.2	Review & Approval of Bulletin/Rule	Wed 1/16/13	Thu 1/31/13	100%	A			
1.2.1.3.3	Post Bulletin	Thu 1/31/13	Thu 1/31/13	100%	A			
1.2.1.4	Plan Management IT	Thu 11/1/12	Fri 4/5/13	100%	A			
1.2.1.4.1	NAIC/SERFF	Thu 11/1/12	Fri 4/5/13	100%	A			
1.2.1.4.1.1	Sign SERFF Contract Amendment	Thu 11/1/12	Thu 11/1/12	100%	A			
1.2.1.4.1.2	SERFF QHP Certification Release 1 (BP 4.2 a-e, 4.3)	Thu 3/28/13	Fri 4/5/13	100%	A			
1.2.1.5	Exchange Activities Agreements	Mon 12/3/12	Fri 4/5/13	23%	A			
1.2.1.5.1	Define all Entity Agreements Needed	Mon 12/3/12	Wed 1/30/13	50%	A			
1.2.1.5.2	Obtain Signed Plan Management Agreements (13.1a-b) (12.0)	Fri 2/1/13	Fri 4/5/13	0%	A			
1.2.1.6	Plan Management Operations	Mon 4/23/12	Mon 6/30/14	66%	A	B	C	D
1.2.1.6.1	Define Procedures Pre Existing Condition Insurance Plan (PCIP) transition (3.14)	Tue 8/7/12	Fri 3/22/13	100%	A			
1.2.1.6.2	Define Network Adequacy for Arkansas (4.2b)	Tue 5/1/12	Thu 2/14/13	100%	A			
1.2.1.6.3	Define Method of Evaluating for QHP Certification Compliance (4.2a-e)	Tue 5/1/12	Thu 2/14/13	100%	A			
1.2.1.6.4	Define QHP Certification Compliance Differences due to SHOP (4.2a-e)	Tue 5/1/12	Thu 2/14/13	25%	A			
1.2.1.6.5	Define Method of Evaluating for QHP Compliance, Monitoring QHP Performance, Exchange & Other State Entities (4.4, 4.4a-b)	Tue 5/1/12	Thu 2/14/13	100%	A			
1.2.1.6.6	Define Process for Providing Technical Assistance & Coordination with FFE Account Managers (BP 4.5, 13.1c)	Tue 10/2/12	Fri 4/5/13	100%	A			
1.2.1.6.7	Finalized Process for Transitioning Enrollees to new QHP in Event of QHP Certification including differences specific to SHOP (4.6)	Tue 5/1/12	Tue 5/14/13	100%	A			
1.2.1.6.8	Complete Policies and Procedures for Decertification, Recertification, and Appeals (BP 4.6, 4.6 a-c))	Tue 5/1/12	Tue 5/14/13	100%	A			
1.2.1.6.9	Define Timeline, System, Procedures for Accreditation (BP 4.7)	Mon 6/4/12	Fri 4/5/13	100%	A			
1.2.1.6.10	Define and Implement Systems and Procedures for Quality Reporting (BP 4.8)	Wed 6/6/12	Tue 12/31/13	0%	A	B		D
1.2.1.6.11	Receive and Process QHPs	Mon 4/8/13	Wed 7/31/13	100%		B		
1.2.1.6.12	Actuarial Review of Random QHPs	Mon 4/8/13	Wed 7/31/13	100%			C	
1.2.1.6.13	Submittal to Exchange	Mon 4/15/13	Wed 7/31/13	100%		B		
1.2.1.6.14	2014 Plan Preview	Thu 8/1/13	Tue 9/3/13	0%			C	
1.2.1.6.15	Review Contracts	Mon 8/12/13	Tue 9/3/13	0%			C	
1.2.1.6.16	Reassessment of 2014 Plan Guidance	Mon 10/7/13	Tue 12/31/13	0%			C	
1.2.1.6.17	Issue Updated Bulletin for 2015 Plan Guidance	Wed 1/1/14	Fri 1/17/14	0%			C	
1.2.1.6.18	2015 Certification and Recertification	Mon 3/3/14	Mon 6/30/14	0%				D
1.2.1.6.19	2015 Plan Submittal to Exchange	Mon 4/23/12	Mon 4/23/12	0%				D
1.2.1.6.20	2015 Plan Preview	Mon 4/23/12	Mon 4/23/12	0%				D
1.2.1.6.21	Review 2015 Plan Contracts	Mon 4/23/12	Mon 4/23/12	0%				D

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.1.7	Plan Management Policy & Procedures	Thu 12/27/12	Wed 12/31/14	44%	A		C	D
1.2.1.7.1	Develop Policy & Procedures	Thu 12/27/12	Tue 4/30/13	100%	A			
1.2.1.7.2	Review & Approve Policy & Procedures	Tue 4/30/13	Wed 5/29/13	100%	A			
1.2.1.7.3	Publish Policy & Procedures	Thu 1/3/13	Fri 6/7/13	100%	A			
1.2.1.7.4	Maintain Policy & Procedures	Wed 6/5/13	Wed 12/31/14	25%			C	D
1.2.1.8	Arkansas Coverage Integration Study	Mon 11/19/12	Tue 9/30/14	81%		B		D
1.2.1.8.1	Coverage Model Evaluation	Mon 11/19/12	Tue 4/30/13	100%		B		
1.2.1.8.2	Implementation	Wed 5/1/13	Wed 10/30/13	75%		B		
1.2.1.8.3	Continued Coverage Integration Consultation	Fri 11/1/13	Tue 9/30/14	0%				D
1.2.2	Consumer and Stakeholder Engagement and Support (BP 2.0)	Mon 4/23/12	Wed 12/31/14	37%	A	B	C	D
1.2.2.1	Consumer Assistance Advisory Committee Recommendation Topics (BP 2.1)	Tue 5/1/12	Wed 10/31/12	100%	A			
1.2.2.1.1	IPA Eligibility	Tue 5/1/12	Thu 5/31/12	100%	A			
1.2.2.1.2	IPA Certification & Recertification	Fri 6/1/12	Fri 6/29/12	100%	A			
1.2.2.1.3	IPA Training Options	Mon 7/2/12	Tue 7/31/12	100%	A			
1.2.2.1.4	IPA Application and Application Review	Wed 8/1/12	Fri 8/31/12	100%	A			
1.2.2.1.5	IPA Performance Metrics & Ongoing Monitoring	Mon 9/3/12	Fri 9/28/12	100%	A			
1.2.2.1.6	IPA Entity Payment Options	Mon 10/1/12	Wed 10/31/12	100%	A			
1.2.2.2	IPA Program Set Up and Implementation (BP 2.6)	Mon 4/23/12	Wed 12/31/14	27%	A	B	C	
1.2.2.2.1	Consumer Assistance IPA Staffing	Mon 12/3/12	Thu 1/17/13	100%		B	C	
1.2.2.2.1.1	Add Education Lead	Mon 12/3/12	Thu 1/17/13	100%		B		
1.2.2.2.1.2	Add Contract Lead	Mon 12/3/12	Thu 1/17/13	100%		B		
1.2.2.2.1.3	Add 2 Contract Monitors	Mon 12/3/12	Thu 1/17/13	100%		B		
1.2.2.2.2	IPA/Navigator Consulting	Mon 4/23/12	Fri 9/27/13	50%	A	B		
1.2.2.2.3	IPA/Navigator Policy & Procedures	Wed 5/2/12	Wed 6/5/13	85%	A	B		
1.2.2.2.3.1	Develop IPA/Navigator Policy & Procedures	Wed 5/2/12	Fri 4/26/13	90%	A	B		
1.2.2.2.3.2	Review & Approve IPA/Navigator Policy & Procedures	Thu 1/3/13	Tue 6/4/13	70%		B		
1.2.2.2.3.3	Publish IPA/Navigator Policy & Procedures (13.3a, 13.3b)	Tue 6/4/13	Wed 6/5/13	0%		B		
1.2.2.2.4	Contract IPA Organizations	Mon 11/26/12	Mon 6/30/14	41%		B		
1.2.2.2.4.1	Create IPA Organization RFP & Obtain DFA Approval	Mon 11/26/12	Thu 1/31/13	100%		B		
1.2.2.2.4.2	Publish IPA Organization RFP	Fri 2/1/13	Fri 2/1/13	100%		B		
1.2.2.2.4.3	IPA Organization Responses Received	Thu 4/11/13	Thu 4/11/13	100%		B		
1.2.2.2.4.4	Review IPA Organization Responses & Complete Procurements (12.0, 13.3)	Mon 3/18/13	Thu 8/15/13	63%		B		
1.2.2.2.4.5	Monitor IPA Organization Start Up	Mon 6/3/13	Mon 9/30/13	37%		B		
1.2.2.2.4.6	Monitor IPA Guide Contracts	Mon 6/3/13	Mon 6/30/14	0%		B	C	
1.2.2.2.5	Collaboration with Navigator Program	Fri 2/15/13	Mon 9/30/13	2%		B		
1.2.2.2.5.1	Define Collaboration Needs	Fri 2/15/13	Fri 2/15/13	0%		B		
1.2.2.2.5.2	Complete Collaboration Tasks	Mon 4/8/13	Thu 8/29/13	0%		B		
1.2.2.2.5.3	Connection with FFE Navigator portal operational	Fri 8/30/13	Mon 9/30/13	0%		B		
1.2.2.2.6	Collaboration with CAC Program	Fri 7/12/13	Mon 9/30/13	0%		B		
1.2.2.2.6.1	Define Collaboration Needs	Fri 7/12/13	Thu 8/15/13	0%		B		
1.2.2.2.6.2	Complete Collaboration Tasks	Thu 8/8/13	Fri 8/30/13	0%		B		
1.2.2.2.6.3	Connection with CCIO CAC operational	Tue 9/3/13	Mon 9/30/13	0%		B		
1.2.2.2.7	Collaboration with OEI Program	Thu 8/1/13	Mon 9/30/13	0%		B		
1.2.2.2.7.1	Define Collaboration Needs	Thu 8/1/13	Thu 8/15/13	0%		B		
1.2.2.2.7.2	Complete Collaboration Tasks	Thu 8/8/13	Mon 9/30/13	0%		B		
1.2.2.2.8	IPA/Navigator Training & Certification (Includes Agent/Broker Training)	Mon 4/29/13	Tue 9/30/14	19%		B		

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.2.2.8.1	Complete Training Inter-Agency Agreement with ADHE	Mon 4/29/13	Fri 5/10/13	100%		B		
1.2.2.2.8.2	Prepare & Conduct Phase 1 Training Sessions	Mon 4/29/13	Mon 9/30/13	38%		B		
1.2.2.2.8.2.1	Create Phase 1 Training Curriculum and Course Materials	Mon 4/29/13	Fri 6/14/13	100%		B		
1.2.2.2.8.2.2	Complete Phase 1 Schedule Timings and General Locations	Fri 6/7/13	Mon 6/10/13	100%		B		
1.2.2.2.8.2.3	Create Training Records for Navigators, Agent/Brokers and CACs	Mon 6/10/13	Mon 9/30/13	0%		B		
1.2.2.2.8.2.4	Register Phase I Trainees	Mon 6/10/13	Fri 8/30/13	50%		B		
1.2.2.2.8.2.5	Conduct Phase 1 Training	Mon 6/24/13	Fri 9/13/13	50%		B		
1.2.2.2.8.2.6	Load Phase 1 Training to Online Learning Management System	Tue 9/3/13	Mon 9/30/13	0%		B		
1.2.2.2.8.3	Phase 2 Training Activities	Thu 8/1/13	Fri 9/27/13	0%		B		
1.2.2.2.8.3.1	Monitor and Update Phase 2 Training Results	Thu 8/1/13	Fri 9/27/13	0%		B		
1.2.2.2.8.4	Prepare & Conduct Phase 3 Training Sessions	Fri 7/26/13	Thu 10/31/13	0%		B		D
1.2.2.2.8.4.1	Create Phase 3 Training Curriculum and Course Materials	Fri 7/26/13	Fri 8/16/13	0%		B		
1.2.2.2.8.4.2	Complete Phase 3 Draft Schedule Timings and General Locations	Mon 8/12/13	Fri 8/16/13	0%		B		
1.2.2.2.8.4.3	Register Phase 3 Trainees	Mon 8/26/13	Fri 10/25/13	0%		B		
1.2.2.2.8.4.4	Load Phase 3 Training to Online Learning Management System	Fri 8/30/13	Fri 8/30/13	0%		B		
1.2.2.2.8.4.5	Conduct Phase 3 Training	Tue 9/3/13	Thu 10/31/13	0%		B		
1.2.2.2.8.5	Complete Updates for Module Materials in all Formats	Mon 11/4/13	Tue 12/31/13	0%		B		
1.2.2.2.8.6	Maintain Training Modules with Necessary Updates	Wed 1/1/14	Tue 9/30/14	0%				D
1.2.2.2.8.7	Continuing Education	Thu 5/1/14	Mon 7/21/14	0%				D
1.2.2.2.8.7.1	Design Online Continuing Education Modules	Thu 5/1/14	Fri 5/30/14	0%				D
1.2.2.2.8.7.2	Development Online Continuing Education Modules	Mon 6/2/14	Fri 7/11/14	0%				D
1.2.2.2.8.7.3	Test Online Continuing Education Modules	Mon 6/30/14	Fri 7/18/14	0%				D
1.2.2.2.8.7.4	Deploy Online Continuing Education Modules	Mon 7/21/14	Mon 7/21/14	0%				D
1.2.2.2.9	Consumer Activities Performed- O&E and Enrollment Assistance	Tue 7/2/13	Wed 12/31/14	0%		B	C	
1.2.2.2.9.1	IPAs	Tue 7/2/13	Wed 12/31/14	0%		B	C	
1.2.2.2.9.2	Navigators	Tue 7/2/13	Wed 12/31/14	0%		B		
1.2.2.2.10	Licensing	Mon 6/3/13	Wed 12/31/14	0%		B	C	D
1.2.2.2.10.1	Define Licensing Processes	Mon 6/3/13	Fri 7/19/13	0%		B		
1.2.2.2.10.2	Create Licensing Process	Fri 8/30/13	Fri 8/30/13	0%		B		
1.2.2.2.10.3	Implement Licensing Process	Tue 9/3/13	Tue 9/3/13	0%		B	C	D
1.2.2.2.10.4	Monitor Licensing Eligibility	Wed 12/31/14	Wed 12/31/14	0%		B	C	D
1.2.2.3	Regional Consumer Assistance Specialist (Hometown Health)	Fri 11/2/12	Tue 9/30/14	28%		B	C	D
1.2.2.3.1	Complete Inter-Agency Agreement (12.0, 13.3)	Fri 11/2/12	Thu 2/28/13	100%		B		
1.2.2.3.2	Train Regional Consumer Assistance Specialist	Mon 6/24/13	Tue 7/9/13	100%		B		
1.2.2.3.3	Regional Outreach & Education Phase I	Tue 6/25/13	Mon 9/30/13	30%		B		
1.2.2.3.4	Regional Outreach & Education Phase 2	Tue 10/1/13	Tue 9/30/14	0%		B	C	D
1.2.2.4	Outreach & Education Phase I - ACA/Exchange in Arkansas	Tue 9/4/12	Mon 9/30/13	80%	A	B		
1.2.2.4.1	Complete Intra-Agency Agreement (12.0)	Tue 9/4/12	Tue 9/4/12	100%	A	B		
1.2.2.4.2	Develop Campaign	Wed 9/5/12	Tue 4/30/13	100%	A	B		
1.2.2.4.3	Implement & Support Phase 2 Campaign	Wed 5/1/13	Mon 9/30/13	50%	A	B		
1.2.2.5	Outreach & Education Phase II - Get In!	Mon 11/19/12	Mon 9/30/13	40%		B		
1.2.2.5.1	Outreach & Education Phase II RFP	Mon	Fri 5/31/13	100%		B		

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
		11/19/12						
1.2.2.5.1.1	Create Outreach & Education Phase II RFP & Obtain DFA Approval	Mon 11/19/12	Tue 4/30/13	100%		B		
1.2.2.5.1.2	Publish Outreach & Education Phase II RFP	Mon 11/19/12	Mon 11/19/12	100%		B		
1.2.2.5.1.3	Outreach & Education Phase II RFP Responses Received	Fri 3/1/13	Fri 3/1/13	100%		B		
1.2.2.5.1.4	Review Outreach & Education Phase II RFP Responses and Complete Procurement	Mon 3/4/13	Tue 4/30/13	100%		B		
1.2.2.5.1.5	Outreach & Education Phase II Contract Signed	Tue 4/30/13	Tue 4/30/13	100%		B		
1.2.2.5.1.6	Contract Approved	Fri 5/31/13	Fri 5/31/13	100%		B		
1.2.2.5.2	Research	Mon 6/3/13	Fri 7/5/13	100%		B		
1.2.2.5.2.1	Focus Groups	Mon 6/3/13	Thu 6/6/13	100%		B		
1.2.2.5.2.2	Benchmark Awareness Survey	Mon 6/17/13	Fri 7/5/13	100%		B		
1.2.2.5.3	Develop Outreach & Education Phase II Campaign	Wed 5/1/13	Fri 6/28/13	66%		B		
1.2.2.5.3.1	Develop Paid Media	Mon 6/3/13	Fri 6/28/13	100%		B		
1.2.2.5.3.2	Media Negotiations	Mon 6/3/13	Fri 6/28/13	100%		B		
1.2.2.5.3.3	Develop Online & Social Media	Mon 6/3/13	Fri 6/28/13	100%		B		
1.2.2.5.3.4	Plan Public Relations	Mon 6/3/13	Fri 6/28/13	100%		B		
1.2.2.5.4	Implement Outreach & Education Phase II Campaign	Mon 7/1/13	Mon 9/30/13	17%		B		
1.2.2.5.4.1	Paid Media	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.1.1	Air Coverage/Broad Strategies	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.1.2	Grassroots/Local Media Strategies	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.1.3	Small Business Strategy	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.1.4	African-American Strategies	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.1.5	Latino Strategies	Mon 7/1/13	Mon 9/30/13	10%		B		
1.2.2.5.4.2	Online & Social Media	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.1	Social Media Integrated Strategy	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.2	Mobile App	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.3	Search Engines	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.4	Display Advertising	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.5	Small Business Email Marketing	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.6	Video Advertising	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.2.7	Pandora Internet Radio Advertising	Mon 7/1/13	Mon 9/30/13	20%		B		
1.2.2.5.4.3	Public Relations	Mon 7/1/13	Mon 9/30/13	30%		B		
1.2.2.6	Outreach & Education Phase III	Mon 7/8/13	Mon 3/31/14	0%			C	
1.2.2.6.1	Review Outreach & Education Phase III Contract Extension SOW	Mon 7/8/13	Fri 7/26/13	0%			C	
1.2.2.6.2	Submit Outreach & Education Phase III SOW Extension to Committee	Mon 7/29/13	Mon 7/29/13	0%			C	
1.2.2.6.3	Outreach & Education Phase III Contract Signed	Tue 7/30/13	Mon 8/5/13	0%			C	
1.2.2.6.4	Develop Outreach & Education Phase III Campaign	Mon 8/26/13	Mon 9/30/13	0%			C	
1.2.2.6.5	Implement Outreach & Education Phase III Campaign	Tue 10/1/13	Mon 3/31/14	0%			C	
1.2.2.7	Outreach & Education Phase IV	Fri 11/1/13	Tue 4/1/14	0%				D
1.2.2.7.1	Review Outreach & Education Phase IV Contract Extension SOW	Fri 11/1/13	Fri 11/29/13	0%				D
1.2.2.7.2	Submit Outreach & Education Phase IV SOW Extension to Committee	Wed 1/8/14	Wed 1/8/14	0%				D
1.2.2.7.3	Outreach & Education Phase IV Contract Signed	Mon 3/31/14	Mon 3/31/14	0%				D
1.2.2.7.4	Develop Outreach & Education Phase IV Campaign	Tue 4/1/14	Fri 5/30/14	0%				D
1.2.2.7.5	Implement Outreach & Education Phase IV Campaign	Mon 6/2/14	Tue 9/30/14	0%				D
1.2.2.8	AR Health Connector Resource Center	Mon 2/11/13	Wed 12/31/14	28%		B	C	D
1.2.2.8.1	Determine phone to use & Coordinate phone numbers/advertising with PR Manager	Mon 2/18/13	Fri 2/22/13	100%		B		
1.2.2.8.2	Install VoIP System in Resource Center	Mon 2/25/13	Mon 2/25/13	100%		B		

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.2.8.3	Coordinate with DIS for additional PRI	Mon 2/25/13	Fri 3/29/13	100%		B		
1.2.2.8.4	Make Call Center Application Changes required for reporting	Tue 2/19/13	Fri 3/15/13	100%		B		
1.2.2.8.5	Training for IPA Organization RFP Recruitment Support	Mon 2/25/13	Fri 3/1/13	100%		B		
1.2.2.8.6	Begin Resource Center Operations Phase I	Mon 3/4/13	Mon 2/3/14	100%		B		
1.2.2.8.7	Provide Phase I Resource Center Services- IPA Organization RFP Recruitment Support	Mon 3/4/13	Fri 4/5/13	100%		B		
1.2.2.8.8	Create Training for Speaker's Bureau & Website Support	Mon 5/6/13	Fri 6/7/13	100%		B		
1.2.2.8.9	Training for Speaker's Bureau & Website Support	Mon 6/24/13	Tue 7/9/13	100%		B		
1.2.2.8.10	New CSD (CAP Grant) Staff Hiring	Mon 2/25/13	Tue 10/1/13	30%		B		
1.2.2.8.11	Create Resource Center Staff Training Material For Operations Phase II	Mon 6/3/13	Fri 6/21/13	100%		B		
1.2.2.8.12	Train CSD Personnel for Operations Phase II	Mon 6/24/13	Wed 7/3/13	100%		B		
1.2.2.8.13	Begin Resource Center Operations Phase II	Mon 7/1/13	Mon 7/1/13	100%		B		
1.2.2.8.14	Provide Phase II O & E Support	Mon 7/1/13	Mon 9/30/13	35%		B		
1.2.2.8.15	Phase III Training	Tue 9/3/13	Mon 9/30/13	0%			C	D
1.2.2.8.16	Provide Phase III Resource Center Services	Tue 10/1/13	Wed 12/31/14	0%			C	D
1.2.2.8.17	Analyze Monthly Reports & Determine Corrective Action	Mon 8/5/13	Wed 12/31/14	0%			C	D
1.2.2.8.18	Stakeholder Communication	Mon 2/11/13	Tue 9/30/14	45%	A		C	D
1.2.2.8.18.1	June 2013 - Statewide Television Broadcast Call in Show	Mon 2/11/13	Fri 6/28/13	100%	A			
1.2.2.8.18.2	Healthcare Exchange Conference Preparations for September Conference	Mon 3/4/13	Mon 9/2/13	20%	A			
1.2.2.8.18.3	Prepare & Conduct Community Awareness Meetings in Each of 75 Counties	Mon 6/3/13	Wed 9/11/13	20%	A			
1.2.2.8.18.4	Prepare & Conduct 5 Regional Agent/Broker/Producer Meetings	Mon 7/1/13	Thu 9/19/13	80%	A			
1.2.2.8.18.5	"Red Counties" - Special Outreach to High Minority w/Lower Life Expectancy	Mon 7/8/13	Tue 9/30/14	0%			C	D
1.2.2.8.18.6	Small Business Targeted Outreach	Mon 7/8/13	Tue 9/30/14	0%			C	D
1.2.2.8.19	Interface with Federally facilitated Exchange (13.2)	Mon 4/1/13	Wed 12/31/14	0%	A			
1.2.2.8.19.1	Define Customer Service O&E Coordination Needs	Mon 4/1/13	Fri 5/31/13	0%	A			
1.2.2.8.19.2	Establish Capacity for Customer Service & O&E Coordination (13.2a)	Mon 6/3/13	Fri 8/30/13	0%	A			
1.2.2.8.19.3	Establish Capacity to Share Data w/FFE for Eligibility Process (13.2b)	Mon 6/3/13	Wed 12/31/14	0%	A			
1.2.2.9	Information Technology	Tue 9/4/12	Tue 9/30/14	61%	A			
1.2.2.9.1	IPA IT Solution	Mon 3/4/13	Tue 9/30/14	33%	A			
1.2.2.9.1.1	Sprint 1 -	Mon 3/4/13	Fri 3/29/13	100%	A			
1.2.2.9.1.1.1	Configuration of SharePoint and Moodle Infrastructure	Mon 3/4/13	Fri 3/29/13	100%	A			
1.2.2.9.1.1.2	Modeling IPA Processes & Initial Development	Mon 3/4/13	Fri 3/29/13	100%	A			
1.2.2.9.1.1.3	Tailoring and Implementation of AID Agile Process	Mon 3/4/13	Fri 3/29/13	100%	A			
1.2.2.9.1.2	Sprint 2-	Tue 4/2/13	Fri 4/26/13	100%	A			
1.2.2.9.1.2.1	Interim SharePoint IPA Application Process & Moodle LMS Development.	Tue 4/2/13	Fri 4/26/13	100%	A			
1.2.2.9.1.2.2	Release of Interim IPA Application, IPA Contracting and LMS to production environments.	Tue 4/2/13	Fri 4/26/13	100%	A			
1.2.2.9.1.3	Sprint 3	Mon 4/29/13	Fri 5/24/13	100%	A			
1.2.2.9.1.3.1	IPA Contracting Process Development	Mon 4/29/13	Fri 5/24/13	100%	A			
1.2.2.9.1.4	Sprint 4	Tue 5/28/13	Fri 6/21/13	100%	A			
1.2.2.9.1.4.1	SharePoint IPA Contracting Process Development	Tue 5/28/13	Fri 6/21/13	100%	A			

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.2.9.1.4.2	SharePoint IPA Performance Reporting	Tue 5/28/13	Fri 6/21/13	100%	A			
1.2.2.9.1.4.3	SharePoint IPA Organization Invoicing	Tue 5/28/13	Fri 6/21/13	100%	A			
1.2.2.9.1.4.4	.NET Infrastructure Standup	Tue 5/28/13	Fri 6/21/13	100%	A			
1.2.2.9.1.4.5	Team/Resource Allocation	Tue 5/28/13	Fri 6/21/13	100%	A			
1.2.2.9.1.5	Sprint 5	Mon 6/24/13	Fri 7/19/13	100%	A			
1.2.2.9.1.5.1	Basic SharePoint Report Development	Mon 6/24/13	Fri 7/19/13	100%	A			
1.2.2.9.1.5.2	Release of Basic Reporting Features	Mon 6/24/13	Fri 7/19/13	100%	A			
1.2.2.9.1.5.3	Initiation of .NET Solution Development	Mon 6/24/13	Fri 7/19/13	100%	A			
1.2.2.9.1.5.4	.NET Authentication Setup	Mon 6/24/13	Fri 7/19/13	100%	A			
1.2.2.9.1.6	Sprint 6	Mon 7/22/13	Fri 8/16/13	0%	A			
1.2.2.9.1.6.1	NET User Interface Design	Mon 7/22/13	Fri 8/16/13	0%	A			
1.2.2.9.1.6.2	.NET Login/Register Screen	Mon 7/22/13	Fri 8/16/13	0%	A			
1.2.2.9.1.6.3	SQL-Server Database design	Mon 7/22/13	Fri 8/16/13	0%	A			
1.2.2.9.1.6.4	.NET Software Architecture design	Mon 7/22/13	Fri 8/16/13	0%	A			
1.2.2.9.1.7	Sprint 7	Mon 8/19/13	Fri 9/13/13	0%	A			
1.2.2.9.1.7.1	.NET IPA Organization Profile	Mon 8/19/13	Fri 9/13/13	0%	A			
1.2.2.9.1.7.2	.NET IPA Guide Profile	Mon 8/19/13	Fri 9/13/13	0%	A			
1.2.2.9.1.8	Sprint 8	Mon 9/16/13	Fri 10/11/13	0%	A			
1.2.2.9.1.8.1	.NET Performance Reporting Process	Mon 9/16/13	Fri 10/11/13	0%	A			
1.2.2.9.1.9	Sprint 9	Mon 10/14/13	Fri 11/8/13	0%	A			
1.2.2.9.1.9.1	Solution Maintenance and Support of SharePoint	Mon 10/14/13	Fri 11/8/13	0%	A			
1.2.2.9.1.9.2	.NET Invoicing Process	Mon 10/14/13	Fri 11/8/13	0%	A			
1.2.2.9.1.10	Sprint 10	Tue 11/12/13	Fri 12/6/13	0%	A			
1.2.2.9.1.10.1	Solution Maintenance and Support of SharePoint	Tue 11/12/13	Fri 12/6/13	0%	A			
1.2.2.9.1.10.2	.NET Reporting	Tue 11/12/13	Fri 12/6/13	0%	A			
1.2.2.9.1.10.3	Testing) .NET User Revalidation (End-to-End Regression	Tue 11/12/13	Fri 12/6/13	0%	A			
1.2.2.9.1.11	Sprint 11	Mon 12/9/13	Fri 1/3/14	0%	A			
1.2.2.9.1.11.1	Solution Maintenance and Support of SharePoint	Mon 12/9/13	Fri 1/3/14	0%	A			
1.2.2.9.1.11.2	Data Migration Planning	Mon 12/9/13	Fri 1/3/14	0%	A			
1.2.2.9.1.12	Sprint 12	Mon 1/6/14	Fri 1/31/14	0%	A			
1.2.2.9.1.12.1	Solution Maintenance and Support of SharePoint	Mon 1/6/14	Fri 1/31/14	0%	A			
1.2.2.9.1.12.2	Data Migration to QA	Fri 1/31/14	Fri 1/31/14	0%	A			
1.2.2.9.1.12.3	Prepare Production Environment	Fri 1/31/14	Fri 1/31/14	0%	A			
1.2.2.9.1.13	Turnover	Mon 2/3/14	Tue 9/30/14	0%	A			D
1.2.2.9.1.13.1	Solution Maintenance and Support of SharePoint	Mon 2/3/14	Tue 9/30/14	0%	A			D
1.2.2.9.1.13.2	.NET System Delivery/Go Live	Mon 2/24/14	Mon 2/24/14	0%	A			
1.2.2.9.1.13.3	Sprints 13-16 as Needed	Mon 2/24/14	Tue 9/30/14	0%				D
1.2.2.9.2	All Payer Claims Database Conceptual Design & Recommendations	Tue 9/4/12	Fri 6/28/13	100%	A			
1.2.2.9.2.1	Phase 1: Discovery	Tue 9/4/12	Fri 11/30/12	100%	A			
1.2.2.9.2.1.1	Explore legal authority for data collection	Tue 9/4/12	Fri 10/26/12	100%	A			
1.2.2.9.2.1.2	Explore other APCD solutions	Tue 9/4/12	Fri 11/9/12	100%	A			
1.2.2.9.2.1.3	Identify payer incentives	Fri 11/30/12	Fri 11/30/12	100%	A			
1.2.2.9.2.2	Phase 2: Component Development	Mon 12/3/12	Thu 2/28/13	100%	A			
1.2.2.9.2.2.1	Develop patient/provider identification methodology	Mon 12/3/12	Wed 2/27/13	100%	A			
1.2.2.9.2.2.2	Evaluate APCD+ and OHIT SHARE utility	Tue 12/4/12	Thu 2/28/13	100%	A			
1.2.2.9.2.2.3	Identify quality indicators	Tue 12/4/12	Thu 2/28/13	100%	A			

Arkansas Insurance Department
Health Connector Division
Level One D Grant Application Work Plan

WBS	Task Name	Start	Finish	% Work Complete	Level One A	Level One B	Level One C	Level One D
1.2.2.9.2.3	Phase 3: Concept Design	Fri 3/1/13	Thu 5/30/13	100%	A			
1.2.2.9.2.3.1	Build conceptual overview	Fri 3/1/13	Thu 5/30/13	100%	A			
1.2.2.9.2.3.2	Develop process data collection and review recommendations	Fri 3/1/13	Thu 5/30/13	100%	A			
1.2.2.9.2.3.3	Develop sustainability model recommendation	Fri 3/1/13	Thu 5/30/13	100%	A			
1.2.2.9.2.4	Deliverable Development	Mon 4/1/13	Fri 6/28/13	100%	A			
1.2.2.9.2.4.1	Compile recommendations report	Mon 4/1/13	Fri 6/28/13	100%	A			
1.2.2.9.2.4.2	Review and edit	Mon 4/1/13	Fri 6/28/13	100%	A			
1.2.2.9.2.4.3	Deliver final recommendations report	Mon 4/1/13	Fri 6/28/13	100%	A			