

ATTACHMENT I – READINESS REVIEW

Contractor documentation submitted to DHS for Readiness Review **shall** include, but not be limited to, documents regarding the following:

- Administrative staffing and resources
- Arkansas Department of Insurance licensure
- Beneficiary enrollment
- Beneficiary grievances and appeals
- Beneficiary handbook
- Beneficiary outreach and education
- Call center services
- Claims management
- Disaster Recovery Plan
- Eligibility and enrollment functions
- Encounter data submission and enrollment management
- Financial reporting and monitoring
- Financial solvency
- Marketing materials (if Contractor intends to use)
- MMIS interface
- Network adequacy
- PCD assignment capabilities and plan
- Plan for ensuring access to Medically-Necessary services
- Prior authorization plan
- Provider network management
- Provider Manual
- Provider education
- Provider enrollment and credentialing
- Provider grievances and appeals
- Program integrity and compliance plan
- Quality improvement
- Safety and security
- Third party liability
- Utilization management
- Website for Beneficiaries and Providers