

Third Party Supplier Contracting Checklist

PRE-SOURCING

- Develop Business Case including, costs, impact to internal resources, and anticipated ROI
(BUSINESS OWNER)
- Define Performance Requirements for Sourcing:
(BUSINESS OWNER)
 - **What Standard SLAs Are Required for the Services to be Performed?**
 - Contact Center/Customer Service
 - Claims
 - Grievances & Appeals
 - Utilization Management
 - **What Key Organizational Requirements/Performance Thresholds Must Be Included?**
 - In-Language Communications Capabilities
 - Annual Performance at 4-Star/5-Star Threshold
 - Member Experience Metrics
 - Member Enrollment Processing/Error Resolution
 - Network Adequacy
 - Provider Directory Accuracy
 - Par Provider Status Updates
 - Appeal Overturn Rates
 - Care Management SLAs
 - DSNP Model of Care Performance Metrics
 - Timely Submission of Regulatory Reports
 - Implementation and Remediation Evidence and Timeframes
 - Incident SLAs (Timeline to Root Cause Analysis and Resolution)
 - Targeted Performance Penalties and Enforcement Mechanisms
 - Account Management Resources
 - **What File Exchange and Data Reporting Requirements are Needed?**
 - Standardized File Exchange Format Template
 - Frequency and Format of Data Reporting
 - System Transparency

POST-SOURCING

- Compare Supplier Proposals to Requirements.
(PROCUREMENT/BUSINESS OWNER)
- Confirm Inclusion of Required SLAs, Key Organizational Requirements and Data Specifications.
(PROCUREMENT/BUSINESS OWNER)
- Follow Third-Party Supplier On-Boarding Checklist for Implementation after Contract Award.
(BUSINESS OWNER)