

vi. If the common law employer authorized a qualified DCW to work hours above and beyond those approved in the service plan and the additional hours cannot be covered by a modified service plan/ budget, the VF/EA FMS organization will collect from the common law employer the total cost of those hours in excess of those approved in the service plan/budget. Total cost that must be collected from the common law employer includes the sum of gross wages plus the sum of employer taxes due on such wages, including Social Security, Medicare, State Unemployment and Federal Unemployment taxes.

vi. The VF/EA FMS organization must notify the AE of any such overages within five (5) business days of receipt of the involved time sheet.



13. Maintain copies of the filed IRS Forms 941, Schedule R and Schedule B and related correspondence in VF/EA FMS organization's file;

PPL will maintain IRS form 941, Schedules and related correspondence in PPL's files.

14. Deposit federal income tax withholding electronically (EFTS filing) in the aggregate using the VF/EA FMS organization's separate FEIN per IRS depositing rules;



15. Maintain copies of federal income tax withholding deposit documentation in the VF/EA FMS organization's file;

PPL maintains electronic records of all deposits in our financial management system and retains hard-copy records of all tax deposits in a secure location in the Chelsea, MA office.

16. Deposit FICA in the aggregate electronically (EFTS filing) using the VF/EA FMS organization's separate FEIN per IRS depositing rules;

17. Maintain copies of FICA deposit documentation in the VF/EA FMS Organization's file;

PPL maintains electronic records of all deposits in our financial management system and retains hard-copy records of all tax deposits in a secure location in the Chelsea, MA office.

18. Compute, withhold and file FUTA annually in the aggregate using the VF/EA FMS organization's separate FEIN and the IRS Form 940, *Employer's Annual Federal Unemployment (FUTA) Report, Schedule R, Allocation Schedule for Form 940 Filers and Schedule A, Multi-State Employer and Credit Reduction Information, as appropriate;*



19. Maintain copies of filed Form 940, Schedules A and R, as appropriate, and related documentation in the VF/EA FMS organization's files;

PPL stores electronic copies of Form 940 and related documentation on our secure network which can be accessed by authorized PPL staff.

20. Deposit FUTA in the aggregate electronically (EFTS filing) using the VF/EA FMS organization's separate FEIN per IRS depositing rules;

21. Maintain copies of FUTA deposit documentation in the VF/EA FMS Organization's file;

PPL stores electronic copies of FUTA deposit documentation on our secure network which can be accessed by authorized PPL staff.

22. Create a UserID/Password and register PA Employer Withholding Account Identification Number to electronically file returns and payments when using e-TIDES Internet Filing Systems at <u>http://www.etides.state.pa.us</u>;



23. Maintain copies of all documentation related to e-TIDES authorization for state income tax withholding in the VF/EA FMS organization's file;

PPL will maintain copies of documentation related to e-TIDES authorization on our secure network which can be accessed by authorized PPL staff.

24. Compute and withhold, at the current PA SIT tax rate, state income tax withholding for each common law employer's qualified DCW (resident or nonresident);

26. Maintain copies of state income tax withholding deposits and related correspondence in each common law employer's file;



Individual Forms PA-941 and related documentation will be maintained in PPL's files in a secure location.

27. File quarterly reconciliation of state income tax withholding withheld, including zero wages for each common law employer (resident or nonresident) electronically using the *e*-*TIDES Internet Filing System;*

Employer quarterly return of withholding tax, Form PA-W3 will be filed electronically using the e-TIDES Internet Filing System.

28. Maintain copies of quarterly reconciliation of state income tax withholding withheld and other related documentation and correspondence in each common law employer's file;

Copies of quarterly reconciliation of state income tax withholding withheld and related documentation will be maintained in PPL's files in a secure location.

29. File an annual reconciliation (along with the accompanying individual wage statements) for each common law employer (resident or nonresident) electronically using the e-TIDES Internet Filing System;

PPL will file an annual reconciliation (along with the accompanying individual wage statements) for each common law employer (resident or nonresident) electronically using the e-TIDES Internet Filing System.

30. Maintain copies of the annual reconciliation (Form REV-1667 and/or other appropriate documentation) and related correspondence in each common law employer's file;

Copies of the annual reconciliation and related documentation will be maintained in PPL's files in a secure location.

31. File for and receive authorization from the PA Department of Labor and Industry to file state unemployment taxes electronically through the Pennsylvania Unemployment Compensation Management System (UCMS);

32. Maintain copies documentation related to UCMS for state unemployment insurance taxes in the VF/EA FMS organization's file;



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Copies of documentation related to UCMS for state unemployment insurance and related documentation will be maintained in PPL's files in a secure location.

33. Determine if any common law employer's qualified DCWs are family employees that are exempt from filing and paying state unemployment insurance taxes and process accordingly;

PPL collects information relating to DCWs who are exempt from state unemployment insurance taxes during the DCW enrollment period. Each employment packet contains an individual employer/DCW Relationship Federal Tax Exemption Information Form which includes a short questionnaire to solicit if DCWs qualify for SUI exemptions.

34. Compute, withhold and file state unemployment insurance tax quarterly for each common law employer (even when zero wages are reported) using the UCMS;

35. Maintain a report of wages paid and correspondence in calendar year for each common law employer's qualified DCW who are currently non-liable, in each common law employer's file;



A report of wages paid and correspondence for each common law employer who is currently non-liable will be maintained in the common law employer's file.

36. Deposit state unemployment insurance tax quarterly for each common law employer (including last filing even when zero wages are reported) using the UCMS;

37. Maintain copies of state unemployment insurance deposits and correspondence in each common law employer's file;

Each individual employer's quarterly state unemployment insurance contribution is stored electronically in our financial management system. A physical copy of Form UI-3/40 will be stored in a secure location in the individual employer's files.

38. File state income tax withholding for non PA resident employees, (Form REV 420, *Employee's Statement of Non residence in PA and Authorization to Withhold State Income Tax*, and Form REV-419, *Employee Non Withholding Application*, and others as required), as appropriate;

PPL understands the statutory reciprocity requirements for withholding with neighboring (and some other) states. PPL will withhold according to the statutory withholding requirements, based on the information provided on forms REV-420 and REV-419.

39. Maintain copies of non PA resident employee state income tax withholding filings and correspondence in each qualified DCWs file;

Copies of non PA resident DCW state income tax withholding filings and related correspondence will be maintained in PPL's files in a secure location.

40. Deposit state income tax withholding for non PA resident DCWs, as appropriate and maintain copies of filings, payments and correspondence in each qualified DCWs file;



of non PA resident DCW state income tax withholding filings and related correspondence will be maintained in PPL's files in a secure location.

41. Maintain copies of non PA resident DCW state income tax withholding payments and correspondence in each qualified DCWs file;

Copies of non PA resident DCW state income tax withholding payments and related correspondence will be maintained in PPL's files in a secure location.

42. File local earned income taxes (EIT) and local services taxes (LST), per the requirements of the jurisdiction;

43. Maintain copies of the EIT and LST forms and any additional correspondence in each common law employer's and qualified DCWs file;

EIT and LSST forms and related correspondence will be maintained in PPL's files in a secure location.

44. Deposit local earned income taxes (EIT) and local services taxes (LST), per the requirements of the jurisdiction;

45. Maintain copies of proof payments and any additional correspondence in each common law employer's and qualified DCWs file;



Copies of proof payments and related correspondence will be maintained in PPL's files in a secure location.

46. Reconcile the filing and payment local earned income tax withholding and applicable local services taxes for each common law employer, as required, using each locality's reconciliation forms, as applicable,

PPL will reconcile local earned income tax withholding in accordance with the guidelines of Act 32. Applicable local services taxes will be reconciled using the locality's reconciliation forms.

47. Maintain copies of local earned income tax withholding and applicable local service tax reconciliation forms and correspondence in each common law employer's file;

Copies of EIT and LSST reconciliation forms and related correspondence will be maintained in PPL's files in a secure location.

48. Process all judgments, garnishments, tax levies or other related holds on qualified DCWs pay as may be required by federal or state governments;

49. Maintain copies of judgments, garnishments, tax levies, and other related hold documentation in qualified DCWs files;



Documentation of all payroll holds will be maintained in the DCWs' files in the Financial Operations Center. Policies and procedures will be updated to comply with any specific requirements of this project.

50. Generate and disburse payroll checks to all common law employers' qualified DCWs within the time period required by PA Department of Labor and Industry for each pay period (two consecutive work weeks);

51. Process direct deposit of qualified DCWs payroll checks as requested;



52. Maintain copies of direct deposit documentation in qualified DCWs files;

Copies of direct deposit documentation and related correspondence will be maintained in PPL's files in a secure location.

53. Develop a system for managing improperly cashed or issued payroll checks, stop payment on checks, and for the re-issuance of lost, stolen or improperly issued checks including:

a. Maintenance of a log of voided and reissued checks, including all pertinent information;

b. Proper authorization of all stop payments and re-issuances; and

c. Timeframe for re-issuance of checks (i.e., within five (5) business days of notification of lost/stolen check) and issuance of stop payment request.



54. Research and resolve any tax notices received from the IRS, PA Department of Revenue and PA Department of Labor and Industry regarding DCW tax liabilities/liens, including all pertinent information and step to resolution;

PPL researches and resolves all notices from tax agencies and maintains a database of notices received from tax agencies which contains all pertinent information with respect to the notices and the steps to resolution.

55. Maintain a spreadsheet of all tax notices received from the IRS, PA Department of Revenue and PA Department of Labor and Industry regarding DCW liabilities/liens including all pertinent information and step to resolution;

PPL researches and resolves all notices from tax agencies and maintains a database of notices received from tax agencies which contains all pertinent information with respect to the notices and the steps to resolution.

56. Process Department of Labor and Industry Reason for Separation Notice for direct care workers who no longer work for a participant within 10 days of receipt of notice;



PPL will process all Department of Labor and Industry Reason for Separation Notices within 10 days of receipt. PPL understands the importance of timely response and is prepared to comply with contractual obligations surrounding the timely response to separation notices.



K. End of Year Tax and Other Activities

1. Update common law employer and qualified DCW address or phone number changes prior to mailing out tax information in January each year;

PPL has designed a Change of Name/Address Form for providers to submit directly to PPL to report changes in names and addresses. For name changes, we request a copy of the DCW's Social Security Card as documentation of the new name. This information is used to update our system at the time of receipt to ensure that we have an accurate name and address for the DCW's payments as well as mailing out tax information in January. Changes in a direct care worker's phone number may be reported directly to a Customer Service representative to update immediately so that PPL has accurate contact information on file for the DCW.

2. Process refunds of over collected FICA for eligible common law employer (to DPW) and qualified DCW in accordance with IRS and OLTL/PDA/ODP directive;

PPL has a system in place including documented approved policies and procedures to refund over collected FICA to applicable DCWs and the eligible common law employer's portion of over collected FICA to DPW. Internal controls include monitoring of the FICA refund process and require the maintenance of the relevant documentation in our files. PPL will update these policies and procedures as necessary to comply with all of the Agreement requirements of this project.

On November 1st, or the nearest business day of each calendar year, PPL produces a report that identifies direct care workers who have yet to earn \$1,700 in wages for work performed for common law employers. In order to issue a direct care worker a FICA refund, PPL must have a current, verified address on file so as to exhibit due diligence per Federal and State regulations. To confirm mailing addresses, we send a letter to each direct care worker identified as earning less than \$1,700 as of November 1st. The letter notifies providers that they may qualify for a FICA refund and asks them to confirm their mailing addresses by completing the bottom of the form and mailing or faxing it to PPL by December 1st. The letter informs the DCW that if PPL does not receive a confirmed mailing address, we cannot issue a FICA refund. In this instance, the direct care worker can obtain the refund directly from the IRS upon filing their form 1040 for the calendar year, though.

Following the final pay period of the calendar year, PPL determines FICA refund amounts for all direct care workers with confirmed mailing addresses and less than \$1,700 in wages. We then deduct the total employee and employer FICA refund amount from the final weekly FICA and Federal Income Tax deposit of the calendar year. PPL refunds FICA to each DCW by mailing a check in January with a brief note explaining why they received the refund, which from our experience the direct care worker and his/her tax preparer find very helpful. The employer FICA refund portion is transmitted to DPW upon PPL's receipt of the refund proceeds from the IRS. PPL will coordinate FICA refund activities with DPW to support the department's quarterly CMS 64 reconciliation activities.



After all payments have been made to direct care workers, PPL reports FICA exempt wages on IRS Form 941 by adjusting Form 941 so that wages that make up the FICA exempt total for the calendar year are deducted from total program wages in the fourth quarter.

3. Maintain documentation related to FICA refunding in each applicable common law employer and qualified DCW file;

Documentation related to FICA refunding will be maintained in each applicable common law employer and qualified DCW file, or electronically through our Document Management system in the Web Portal.

4. Process, file and distribute IRS Forms W-2, *Wage and Tax Statement* for all qualified DCWs and in accordance with IRS instructions for agents. As part of this process, the total gross payroll per the Form W-2 should be reconciled to the calendar's gross total payroll;

PPL has policies and procedures that detail the processing, filing and distribution of IRS Form W-2 for all qualified DCWs in accordance with IRS instructions. In 2011, PPL issued more than 36,600 Forms W-2 and 1099-MISC as a payroll agent using IRS Revenue Procedure 70-6 and has documented procedures that detail the process for all year-end filings and W-2 distribution. Because the number of W-2s exceeds 250, all W-2 filing is done electronically. Our Financial Operations Center uses a tax reporting and payment processing schedule to ensure that all required tax and labor forms are systematically filed as required in a timely manner.

PPL calculates and prepares the required W-2 data using the payroll module of our financial management system, and have specifically customized this to file in accordance with IRS Rev. Proc. 70-6, Notice 2003-70 for household employers. Both paper and electronic copies of form W-2 are customized to automatically include agent name and address data in the "Employer" box and the individual employer data in boxes 15a and 15b, state withholding account no. This customization enables us to accommodate differences in federal and state W-2 filing requirements. W-2s are mailed to DCWs by January 31st.

Internal controls include procedures for electronic filing and require that the relevant documentation be maintained in PPL's files, as well as a management review. As part of this process, a PPL tax expert reviews a statistically valid sample of prepared Form W-2s and compares the data reported on each form to the data reported on the individual employer's behalf to the state and federal governments. This method allows PPL to efficiently capture a systematic reporting error. PPL will update these policies and procedures as necessary to comply with all requirements of this project.

5. Verify that each qualified DCW's social security number matches the name and date of birth information obtained from SSA's Business Services Online prior to submitting IRS Forms W-2 to SSA each calendar year;



As part of our standard operating policies and procedures, we verify that each qualified DCW's self-reported social security number (SSN) matches the name and date of birth information obtained from the Social Security Administration (SSA)'s Business Services Online (BSO) prior to submitting IRS Forms W-2 each calendar year.

Before providing services in the PDS programs, each DCW completes an employment packet. We then obtain the DCW's self-reported SSN on forms W-4, USCIS I-9 and any applicable state tax forms. Our separate agent FEIN is registered with BSO. PPL maintains an 8 character PIN, provided by BSO and a self-created password that must be changed at least once annually, and only specific staff members are authorized to verify DCW SSNs using the BSO Online Verification Service.

Weekly, staff members in the Financial Operations Center run a report in our financial management system that automatically creates a text file to BSO's SSN Verification Service file specifications, and the file is uploaded to BSO. Usually, within one business day, a results text file is received, listing failed SSNs and/or dates of birth (DOB). PPL uploads the file results into our Web Portal, such that our Customer Service Center has immediate access to DCWs flagged as having unverifiable SSNs or dates of birth. Direct care workers with verified SSNs and DOBs are flagged as such with a check mark in the 'SSN/TIN Verified' checkbox in the DCW module in PPL's Web Portal. Those with failed SSNs or DOBs remain unchecked. This tracking system allows us to produce a report of DCW SSN verification status as needed.

When issues are identified, an agent from our Customer Service Center places an outbound call to the direct care worker and notifies them of a problem verifying their Social Security Number. Rather than verify the SSN with an outbound call to the DCW, the Customer Service Representative identifies him or herself as a representative of the VF/EA FMS organization, leaves his or her name and an 800 number for the DCW to call back, such that the DCW can verify that the number provided is indeed that provided in program documentation. By leaving a number for the DCW to return the call, the DCW can verify that he or she is providing his or her SSN to a trusted source. This method has proven successful in our current projects.

A Customer Service Representative verifies the previously provided SSN and DOB with the DCW. If the SSN or DOB on file with PPL does not match that provided during the call by the DCW, we record the corrected SSN and DOB and resubmit the data to BSO. If, however, the SSN or DOB on file matches that provided by the DCW, the Customer Service Representative encourages the DCW to contact the Social Security Administration's local branch to correct or verify their SSN or DOB. The Customer Service Representative provides the DCW with a local number to reach the Social Security Administration. Details of all contact with the DCW are recorded in the Web Portal's Support Ticket module.

6. Maintain copies of the federal copy of Forms W-2 and related documentation in each qualified DCW's file;



Copies of Forms W-2 and related documentation will be maintained electronically through our Document Management System in each qualified DCW's file.

7. Process and file IRS Form W-3, *Transmittal of Wage and Tax Statement*, as appropriate (Note: If IRS Forms W-2 are filed electronically the IRS Form W-3 is not necessary);

PPL currently submits all Forms W-2 to the SSA and appropriate State Agencies in electronic formats; therefore it is not necessary to process and file IRS Form W-3. In the event of paper W-2 submittal, PPL has documented, approved policies and procedures and internal controls that detail each segment of our processes, including the preparation, filing, and distribution of IRS Form W-3. A payroll register is generated from our financial management database summarizing wage and tax information by common law employer and direct care worker. From this data file, PPL staff members generate the required W-3. PPL staff at the Financial Operations Center is assigned to generate and validate this report.

8. Maintain copies of IRS Form W-3, as appropriate, in the VF/EA FMS organization's file;

As indicated above, PPL currently submits all Forms W-2 to the SSA and appropriate State Agencies in electronic formats; therefore it is not necessary to process and file IRS Form W-3. In the event of paper W-2 submittal, PPL will maintain copies of IRS Form W-3 in the VF/EA FMS organization's file.

9. Process any returned qualified DCW payroll checks or vendor or small unlicensed provider payments in accordance with PA Unclaimed Property Laws; and

PPL will apply our existing procedures and tools to manage returned checks in accordance with PA unclaimed property laws. Our Unclaimed Property team will proactively conduct due diligence on open checks as early as one month after issuance. If the property owner cannot be located, PPL will perform formal due diligence procedures and issue letters. In addition we make outbound calls based on any new information received. Activities are documented with support tickets. Following due diligence, if the property owner is not located, PPL will compile a report per the PA Unclaimed Property law. Furthermore, PPL will work with DPW to simultaneously manage the CMS-64 requirement to report open checks that are dormant for six months as reconciling items and return the FFP.

10. Maintain copies of PA Unclaimed Property- related documentation in the qualified DCW's, vendor's or small unlicensed provider's file.

Copies of PA Unclaimed Property-related documentation will be maintained in the qualified DCW's, vendor's or small unlicensed provider's file, or electronically through the Document Management capabilities of the Web Portal. This documentation will also be maintained for purposes of CMS-64 reconciliation per our response to item 9 above.



L. Processing and Tracking Payments for Approved Participant-Directed Goods and Services

1. Have written policies and procedures related to the completion of the tasks listed below;

PPL has proven written policies and procedures related to the completion of all of the tasks listed below and associated with the processing and tracking of payments for approved participant-directed goods and services. Upon award, PPL will work as a partner with DPW to develop DPW Participant-Directed Services specific VF/EA policies and procedures manuals.

2. Have written internal controls, including segregations of duties, related to the completion of the tasks listed below;

PPL has written internal controls that detail each segment of duties related to the completion of the tasks listed below. Upon award, we will customize our Policy and Procedure manual template to create DPW PDS Programs specific manuals that comply with all of the Agreement requirements. This manual will provide detailed policies, procedures, internal controls, and timeframes and will serve as the document that governs all tasks related to the processing and tracking of payments for approved participant–directed goods and services.

3. Receive, verify, process and pay all invoices:

a. For ODP administered waivers: from vendors and small unlicensed providers, providing participants-directed goods and services in accordance with the participant's authorized ISP; and monitor utilization against the participant's ISP;

b. For OLTL and PDA waivers and programs: from vendors providing participantdirected goods and services in accordance with the participant's authorized ISP and Spending plan; and monitor expenditures against the participant's Spending Plan











9. File an applicable IRS Form 1096, when not filing the IRS Form 1099-Misc electronically, with the IRS and PA Department of Revenue and maintain copies of documentation in independent contractor's files.

PPL files all tax forms electronically thereby eliminating the need to file an IRS Form 1096.



M. Establishing and Maintaining Files and Documentation

The Selected Offeror(s) must:

1. Have written policies and procedures related to the completion of the tasks listed below;

It is PPL's standard operating practice to maintain a Policies and Procedures (P&P) Manual for each program; upon program implementation, PPL will create a P&P specifically for the maintenance and retention of DPW program documents in accordance with program and Agreement requirements including time frame for retention. Each P&P serves as a management tool and is incorporated into trainings for all DPW program specific financial operations and customer service staff.

2. Have written internal controls, including segregation of duties, related to the completion of the tasks listed below;

PPL will have written internal controls, including segregation of duties, to maintain all records and files pertaining to the DPW program. We will file each common law employer's record in an individual and clearly identifiable folder. All files, including those for common law employers, common law employers' direct care workers, vendors of approved goods and services, and vendor VF/EA FMS files will be stored in a secure and confidential manner.

The storage of the records will be in a location separate from other programs for which PPL provides financial administration. The physical documents will be in a secure space, and electronic copies of documentation are only available on PPL's secure server and used solely by individuals working specifically with the DPW program.

3. Establish and maintain current common law employer files in an accurate, complete, secure and confidential manner and for the required period of time as mandated by applicable federal, state and local rules and regulations.

PPL will establish and maintain for the required period of time all records and files pertaining to the DPW program. Our preference is to maintain files electronically through our Document Management System. Our Document Management System allows us to store all files on a secure, limited-access server. Electronic copies received via e-fax can be instantly moved to the secure server location and documents received via the United States Postal service can be scanned directly to this location. This server location is mapped to our Web Portal in order to make forms viewable through the Portal to authorized individuals.

The benefits of this system are accessibility, security, and efficiency. The consumer and direct care worker paperwork can be stored through each individual's ID number allowing accessibility to staff to quickly see which forms we have on file for people. If requested, this functionality can also be given to CM/SC, DPW staff, consumers, or direct care workers.



PPL's Document Management System allows for continuous back-up of the sever information protecting us against document loss, with access limited to authorized individuals it provides for stricter security than a filing cabinet. This system also provides efficiency by allowing PPL to drag and drop a file into a folder, which is less time consuming than paper filing, freeing up staff time to focus on enrollment, payroll processing, and issue resolution tasks.

If DPW prefers manual filing, we will physically file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. All files will be stored in a secure and confidential manner. The storage of the records described above will be in a location separate from other programs for which PPL provides Vendor Fiscal/Employer Agent Financial Management Services. The physical documents will be in a secure space, and electronic copies of documentation are only available on PPL's secure server and used solely by individuals working specifically with the DPW program.

The common law employer's file will be maintained in an accurate, complete, secure, and confidential manner; each file shall include, but not be limited to the following documents:

- Common Law Employer's name;
- Common Law Employer's address;
- Common Law Employer's phone number;
- Name, address and phone number of individual if he/she is not the common law employer;
- Participant's Medicaid Identification (MCI) Number;
- Participant's emergency contact person;
- Name, address and phone number for representative if he/she is not the common law employer;
- Completed Common Law Employer Enrollment Packet forms;
- Completed Qualified DCW Employment and Vendor and Small Unlicensed Provider Enrollment Packet form as outlined in section H; ISP and updates;
- ISP and updates;
- Copy revoked IRS Form 2678, IRS confirmation of IRS Form 2678 revocation and any related correspondence from the IRS, as applicable;
- Copy of letter retiring common law employer's FEIN, when applicable;
- Copy of IRS Form 8821 renewal (as applicable) and any related correspondence from the IRS, as applicable;
- Copy of IRS Form 8821 revocation (as applicable) and any related correspondence from the IRS, as applicable;
- Copy of PA Form UC-2B, Employer's Report of Employment Business Change, revoking individual's SUTA account number and Power of Attorney, when appropriate;
- Copy of PA DOR form REV-1706, Business Account Cancellation, when appropriate;



- Copies of all PA DOR Form PA-W3, Employer Quarterly Return of Income Tax Withheld (for remittance monthly, semi-monthly) including final return filed (even if its zero reporting) or copies of proof of filing if return filed electronically;
- Copies of the Form PA-501 Employer Quarterly Deposit Statement of Withholding Tax or copies of proof of filing if return filed electronically;
- Copies of all Forms PA REV-1667, (Annual Reconciliation) or copies of proof of filing if return filed electronically;
- SIT and SUI account numbers;
- Copies of documentation of all payments of SIT withholding or payment of receipt if payments are made electronically;
- Copies of filing and payments of income tax withholding for PA non residence employees, as applicable;
- Copy of Form UC-851, Notice of Pennsylvania Unemployment Compensation Responsibilities (provides the UC account number assigned as well as other UC tax information)
- Copies of form UC-657, Contribution Rate Notice;
- Copies of quarterly Form UC-2, Employer's Report for Unemployment Compensation, and Form UC-2A, Employer's Quarterly Report of Wages Paid to Each Employee or copy of proof or filing if return filed electronically;
- Copies of proof of payment of UC taxes for individual or payment receipt if payment is made electronically;
- Copies of all individual-specific state unemployment insurance benefits payments;
- Copies of the PA UC-2B, Employer's Report of Employment Business Change, when appropriate;
- Copies of registration of common law employer with local taxation authorities as an employer for purpose of locality tax filing and payment;
- Copies of all common law employer local earned income tax and locality tax filings, or copy of proof of filing if returned filed electronically;
- Copies of all common law employer local EIT and LST payments or payment receipts if payments are made electronically;
- Copies of documentation related to any FICA refunding (employer portion) processed and returned to eligible, qualified DCW;
- Copies of documentation related to any FICA refunding (employer portion) processed and returned to the State Treasury;
- Copies of workers' compensation insurance policies, premium invoices and documentation of payments, refunds and all notices and correspondence;
- Copies of completed workers' compensation (SWIF or other insurer's) audit reports, as applicable;
- Copies of Qualified DCW Termination Form;
- Documentation of any independent contractors used to provide goods and services for OLTL/PDA and vendor services and small unlicensed providers for ODP; and
- Documentation for transitioning the individual.



4. Establish and maintain current DCWs files in an accurate, complete, secure and confidential manner and for the required period of time as mandated by applicable federal, state and local rules and regulations.

PPL will establish and maintain for the required period of time all records and files pertaining to the DPW program. Our preference is to maintain files electronically through our Document Management System. Our Document Management System allows us to store all files on a secure, limited-access server. Electronic copies received via efax can be instantly moved to the secure server location and documents received via the United States Postal service can be scanned directly to this location. This server location is mapped to our Web Portal in order to make forms viewable through the Portal to authorized individuals.

The benefits of this system are accessibility, security, and efficiency. The consumer and direct care worker paperwork can be stored through each individual's ID number allowing accessibility to staff to quickly see which forms we have on file for people. If requested, this functionality can also be given to CM/SC, DPW staff, consumers, and direct care workers; and those individuals will only be able to see forms that they were authorized to view.

PPL's Document Management System allows for continuous back-up of the sever information protecting us against document loss, with access limited to authorized individuals it provides for stricter security than a filing cabinet. This system also provides efficiency by allowing PPL to drag and drop a file into a folder, which is less time consuming than paper filing, freeing up staff time to focus on enrollment, payroll processing, and issue resolution tasks.

If DPW prefers manual filing, we will physically file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. We will file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. All files will be stored in a secure and confidential manner. The storage of the records described above will be in a location separate from other programs for which PPL provides Vendor Fiscal/Employer Agent Financial Management Services. The physical documents will be in a secure space, and electronic copies of documentation are only available on PPL's secure server and used solely by individuals working specifically with the DPW program.

The qualified direct care worker's file will be maintained in an accurate, complete, secure, and confidential manner; each file shall include, but not be limited to the following documents:

- Common Law Employer's name;
- Common Law Employer's address;
- Common Law Employer's phone number;
- Name, address and phone number of individual if he/she is not the common law employer,
- Participant's Medicaid Identification (MCI) Number;
- Participant's emergency contact person;



- Name, address and phone number for representative if he/she is not the common law employer;
- Copy of the Qualified DCW Employment Enrollment Packet forms as described in section H;
- Copies of documentation verifying the employee's social security number matches the name and date of birth information provided obtained through the Social Security Administration's Business Service Online;
- Dates of employment for each qualified DCW;
- Copies of qualified DCW State Police Criminal Background, FBI Criminal History Clearance, and DPW Child Abuse History Clearance (as applicable) consent, forms (State Police Criminal Background Check Form SP-164 and PA DPW/OCYF Child Abuse History Clearance Form CY-113 and FBI Criminal History Clearance Form) and results;
- Determination of qualified DCWs state of residence;
- If worker is a non-PA resident, copy of Form REV-419, Employee's Non withholding Application and Form REV-420, Employee's Statement of Non residence in Pennsylvania and Authorization to Withhold Other State's Income Tax, as applicable and required;
- Copies of filing and payments of out-of-state income tax withholding, when applicable;
- Determination that the qualified DCW is a paid family member who is exempt from paying into FICA and/or FUTA per IRS Publication 15 and SUTA and documentation that applicable taxes have not been withheld and deposited;
- Copies of worker's time sheets;
- Copy of completed State New Hire Reporting documentation;
- Copies of documentation regarding any judgments, garnishments and tax levies or any related holds on the DCW pay as may be required by federal or state government;
- Copies of completed IRS Forms W-2 and W-2(c), as applicable;
- Copies of documentation regarding any FICA refunds processed (employee portion) and copies of cancelled refund checks;
- Copies of documentation of requests for verification of DCW wages requested by federal and state agencies, as applicable;
- Copies of documentation of any workers' compensation insurance claims filed by DCW or documentation that the VF/EA FMS made every attempt to obtain the documentation;
- Copies of documentation of submission of DCW returned/not cancelled payroll checks, FICA refund checks or any other payments due to the PA Department of Treasury, Bureau of Unclaimed Property;
- Copy of Qualified DCW Termination Form; and
- Copy of completed PA DL&I Reason for Separation Notice.

5. Establish and maintain current vendor and small unlicensed provider, including independent contractor files in an accurate, complete, secure and confidential manner and



for the required period of time as mandated by applicable federal, state and local rules and regulations.

PPL will establish and maintain for the required period of time all records and files pertaining to the DPW program. Our preference is to maintain files electronically through our Document Management System. Our Document Management System allows us to store all files on a secure, limited-access server. Electronic copies received via efax can be instantly moved to the secure server location and documents received via the United States Postal service can be scanned directly to this location. This server location is mapped to our Web Portal in order to make forms viewable through the Portal to authorized individuals.

The benefits of this system are accessibility, security, and efficiency. The consumer and direct care worker paperwork can be stored through each individual's ID number allowing accessibility to staff to quickly see which forms we have on file for people. If requested, this functionality can also be given to CM/SC, DPW staff, consumers, and direct care workers; and those individuals will only be able to see forms that they were authorized to view.

PPL's Document Management System allows for continuous back-up of the sever information protecting us against document loss, with access limited to authorized individuals it provides for stricter security than a filing cabinet. This system also provides efficiency by allowing PPL to drag and drop a file into a folder, which is less time consuming than paper filing, freeing up staff time to focus on enrollment, payroll processing, and issue resolution tasks.

If DPW prefers manual filing, we will physically file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. We will file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. All files will be stored in a secure and confidential manner. The storage of the records described above will be in a location separate from other programs for which PPL provides Vendor Fiscal/Employer Agent Financial Management Services. The physical documents will be in a secure space, and electronic copies of documentation are only available on PPL's secure server and used solely by individuals working specifically with the DPW program.

The vendor and small unlicensed providers, including independent contractor's file will be maintained in an accurate, complete, secure, and confidential manner; each file shall include, but not be limited to the following documents:

- Copy of the Vendor, Small Unlicensed Providers, and Independent Contractors Payment Packet forms as described in section H;
- Copies of invoices and receipts from vendors, small unlicensed providers, and independent contractors for authorized services rendered;
- Copies of payments made to vendors, small unlicensed providers, and independent contractors for authorized services rendered;



- Copy of potential independent contractor's completed Form SS-8, Determination of Worker Status for Purposes of Federal Employment Taxes and Income Tax Withholding and IRS worker employment status ruling letter, as applicable;
- Copy of independent contractor's IRS Forms W-9, Request for Taxpayer Identification Number and Certification; and
- Copies of the IRS Form 1099-M, Miscellaneous Income, when an independent contractor is paid \$600 or more in a calendar year.

6. Establish and maintain current VF/EA FMS organization files in an accurate, complete, secure and confidential manner and for the required period of time as mandated by applicable federal, state and local rules and regulations.

As with all programs, PPL will establish and maintain for the required period of time all records and files pertaining to the DPW program and the Agreement. Our preference is to maintain files electronically through our Document Management System. Our Document Management System allows us to store all files on a secure, limited-access server. Electronic copies received via efax can be instantly moved to the secure server location and documents received via the United States Postal service can be scanned directly to this location. This server location is mapped to our Web Portal in order to make forms viewable through the Portal to authorized individuals.

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If DPW prefers manual filing, we will physically file each common law employer record, their direct care worker, and vendor records in an individual and clearly identifiable folder. We will file all DPW VF/EA FMS organization files in a secure and confidential manner. The storage of the records described above will be in a location separate from other organizational program files for which PPL provides Vendor Fiscal/Employer Agent Financial Management Services. The physical documents will be in a secure space, and electronic copies of documentation are only available on PPL's secure server and used solely by individuals working specifically with the DPW program.

The DPW VF/EA FMS organizational file will be maintained in an accurate, complete, secure, and confidential manner; each file shall include, but not be limited to the following documents:

• Copy of executed administrative Agreement with DPW;



- Copy of all Provider Agreements as described in section IV-3 Requirements;
- Documentation regarding registration with the Pennsylvania Department of State to do business in the state;
- Documentation verifying financial viability as described in section IV-3 Requirements;
- Documentation regarding the IRS Form SS-4 to receive the VF/EA FMS organization's separate FEIN, FEIN Notification from the IRS and the retirement of the VF/EA FMS organization's separate FEIN, when/if applicable;
- Aggregate filings of IRS Forms 941 (federal income tax withholding and FICA [Social Security and Medicare]) with individual-level income tax withholding, Schedules R and Schedule B, IRS Form 941-X, as appropriate, and FICA filing back-up for each common law employer and qualified DCW;
- Aggregate payments of FICA and federal income tax withholding the individual-level tax payment back-up for each individual/representative/qualified DCW;
- Documentation of the receipt of aggregate FICA refunds and documentation on the individual-level related to FICA refunds (employers and DCW);
- Aggregate filings of IRS Forms 940 (FUTA) and Schedule R and the individual FUTA filing back-up for each common law employer;
- Aggregate payment of FUTA and the individual-level payment back up for each common law employer;
- All communications with federal, state, and local tax, labor and workers' compensation insurance and DPW, OLTL/PDA/ODP, CM/SCs, and AEs as applicable;
- Other documentation, as applicable; and
- Documentation related to transitioning a common law employer form one VF/EA FMS organization to another, as appropriate

7. Make all documentation and records pertaining to common law employer and qualified DCW and vendor, small unlicensed provider, and independent contractor including independent contractor available to participants upon request.

PPL has established procedures in which to ensure program documents, as permitted, are made available to consumers, direct care workers, and vendors. During program implementation we will work in collaboration with DPW to determine program documentation that, upon request, will be made available to common law employer, qualified direct care workers, and vendor, small unlicensed provider, and independent contractor. Upon the live initiation of the DPW program, copies of documents will be made available in PPL's Web Portal, secure electronic email, fax, or mail.



N. Processing a Common Law Employer's Change in VF/EA FMS Organization The Selected Offeror(s) must facilitate any necessary changes in a common law employer's VF/EA FMS organization per the OLTL/PDA/ODP requirements.

PPL has extensive experiencing managing transitions that will allow us to facilitate any necessary changes in a common law employer's VF/EA FMS organization. We have documented, approved policies, procedures and internal controls that detail each segment of our processes, including the process of receiving common law employer and DCW records and information from an existing VF/EA FMS organization, as well as transferring common law employer and DCW records and information to another VF/EA FMS organization.

Transition from another VF/EA FMS organization

PPL has been able to leverage years of experience implementing and managing the transition of VF/EA FMS programs. Each transition uncovers several "lessons learned" from prior programs to ensure we are using industry best practices to provide the highest level of service to all individuals. We have transitioned 11 of our current programs from one or more local providers and public agencies, and provide our clients with the tools to expand their self-directed programs. For example, in 2006, PPL was awarded a contract to provide participant-directed F/EA services on behalf of the Commonwealth of Virginia's Department of Medical Assistance Services (DMAS). The program began with the transfer of nearly 1,400 participants from an existing DMAS program, and as of January 2012, PPL now supports over 10,000 consumers receiving self-directed services in VA. Our experience has enabled us to develop a Model Transition Plan and Self-Direction Transition Checklist. We use this to monitor and steer transition progress so that we are prepared for an agreed upon operational start date impacting consumers as minimally as possible.

Based on our experience launching and transitioning existing programs we recommend using a minimum 90-day implementation period, that allows consumers sufficient time to transition at the change in a calendar quarter, but are open to adjusting and reviewing this recommendation with DPW as required. We have experience transitioning self-directed programs of various sizes and recommend utilizing the time from contract award date through the start of the proposed transition period (9/1/2012-12/31/2012) to understand the current program policies and develop an outreach program to create a smooth transition for consumers/ common law employers. It has been our experience in each transition we have completed, that regardless of the size of the program, there are a number of critical systems and procedures that need adequate development and communication time for a smooth program transition.

Upon award, we propose meeting weekly with DPW as part of this implementation and transition period. During those meetings, we hope to:

- share program transition experience and lessons learned;
- confirm an agreed upon transition and communications plan;



- establish sub-groups to develop final business rules, program policies, a tax approach summary, enrollment packets; and,
- customize our self-direction transition checklist to the needs of the PDS programs.

PPL has well established systems and processes to support large-scale transfers of participants from one FMS to another. Please see **Part IV-5 Knowledge Receipt and Transition Plan** for a thorough description of our approach.

Ideally, preparation for transfer begins three to four months prior to contract expiration or termination. PPL proposes meeting weekly with all parties to kick-off the program transition.

During those meetings, we hope to:

- share program transition experience and lessons learned;
- confirm an agreed upon transition and communications plan; and
- customize our self-direction transition checklist to the needs of the program.

Our work plan will allow PPL, the Commonwealth, and the transferring F/EA to monitor and steer the transition progress so that PPL is prepared for an agreed upon operational start date impacting consumer/representative-employers as minimally as possible.

Transition to another VF/EA FMS Organization

PPL is appreciative of the need for a planned, detailed-oriented and orderly process. At the end of the Agreement, we will meet with the future contractor to review and transition all records, as necessary. Transitioning services from PPL to any future VF/EA FMS organization shall be conducted at least two weeks prior to the new contract start date, and we would recommend starting the transition at least three months before the new contract start date.

PPL can provide all electronic and hardcopy files, including information on common law employers and direct care workers including all necessary employment and tax information, as well as information on vendors, small unlicensed providers and independent contractors. Depending on the capabilities of the future contractor, PPL can provide the electronic information via consolidated data files, or scanned copies of all hardcopy files.

PPL commits to fully cooperating with DPW and the future contractor to negotiate the specifics of document retention and document transfer, comply with DPW instructions for the transfer of work, destroy or retain records as appropriate, and ensure staff retention during the transition phase. PPL will also assist in the resolution of any issues that may arise as a result of the transition.



O. Preparing and Submitting Required Reports

The Selected Offeror(s) must:

1. Have written policies and procedures related to the completion of the reports and project controls listed in IV-7;

PPL has invested significantly in industry leading technology to meet the reporting needs of current and future statewide program requirements. We are able to provide a wide array of reports to consumer-directed programs across the country due to our commitment to developing state-of-the-art technology platforms that are configurable to state and public agencies' goals, program eligibility requirements, and payment criteria. We have developed a comprehensive, fully integrated web-based system, the Web Portal, to meet the reporting requirements of DPW. As our system is fully owned and developed by PPL, our staff has a thorough understanding of the policies and procedures required to ensure that all reports and project controls are completed and issued in a timely manner.

2. Have written internal controls, including segregation of duties, related to the completion of the reports and project controls listed in IV-7;

As is our practice for all our programs, PPL will develop extensive internal controls unique to this program in order to produce and deliver the required reports and project controls listed in this RFA to the designated parties.

3. Prepare and distribute monthly, quarterly and annual reports to OLTL/PDA/ODP as specified by OLTL/PDA/ODP;



4. Deliver OLTL/PDA/ODP reports via File Transfer Process (FTP) using DPW's e-gov application or other secure electronic file transfer process;



6. Inform the CM/SC of any participant who does not submit timesheets or invoices to the VF/EA for two or more consecutive payroll periods (one month or more) as evidenced by the VF/EA's documentation and results of OLTL/PDA/ODP survey of CM/SC;

Through our robust financial tracking system, PPL will inform the CM/SC of any participant that fails to submit timesheets or invoices for two or more consecutive payroll periods.



7. For those individuals exercising budget authority, generate monthly financial reports for and distribute to participants that report current monthly, quarterly and year-to-date the amount of participants' Spending Plan; wages, taxes and insurances paid; non-labor related payments processed and paid; and the total amount of the Spending Plan remaining.



P. Brokering Worker's Compensation Insurance for Common Law Employers

The Selected Offeror(s) must:

1. Have written policies and procedures related to the completion of the tasks listed below;

As a registered member with the National Council on Compensation Insurance, Inc. (NCCI), PPL has gained national experience as a VF/EA FMS organization in facilitating the procurement of workers' compensation insurance policies on behalf of common law employers in states where it is required. As such, we have been able to offer our clients competitive premium rates while working with insurance writers throughout multiple programs nationwide. This has been demonstrated in the Consumer Directed Attendant Support Services (CDASS) program in Colorado, an agency with choice program where we serve as the common law employer for program consumers. In this role, PPL worked to set up a group policy for all employees in a semi-monthly "pay as you go" payroll format for yearly payroll equaling up to \$50 million dollars in gross payments.

PPL has well-established, written policies and procedures to manage thousands of workers' compensation policies annually. These policies and procedures include instructions related to the completion of tasks listed below including: procuring and renewing worker compensation policies, setting up withholdings from consumers' budgets, managing worker compensation claims and supplying data to complete annual audits.

2. Have written internal controls, including segregation of duties, related to the completion of tasks listed below;

We also have written internal controls, including segregation of duties, related to the completion of the tasks listed below including: procuring and renewing worker compensation policies, setting up withholdings from consumers' budgets, managing worker compensation claims and supplying data to complete annual audits.

3. Manage the initial application and receipt of individual workers' compensation insurance policies for each common law employer;

PPL recently bound a national group Workers' Compensation insurance policy that allows us to offer workers compensation insurance for PDS at attractive rates with less administrative burden to our state clients and common law employers. This policy is currently in place in seven states. As a special group policy, initial applications and receipt of individual worker's compensation insurance policies for each common law employer are not required. There are no application fees and no minimum premium amounts. Premiums are based on a percent of actual DCW payroll. . Premiums are fixed annually to gross wages actually paid, not estimated, and electronically remitted to the carrier via a pay as you go process. All DCWs will be covered consistent with PA requirements. Employers are covered from the first date of paid service. PPL has a great deal



of experience working with brokers to administer premiums and monitor and managing claims experience.

In anticipation of award, PPL has contacted the current Worker's Compensation vendor in Pennsylvania to understand the current practice. If approved by DPW, we propose the following process:

- 1.) PPL will create a policy cancellation document that will be signed by the common law employer and our Power of Attorney.
- 2.) PPL will submit this documentation to the current insurance provider and receive a premium refund (prorated for months used).
- 3.) PPL will place refunds into a Worker's Compensation refund account for the client to cover premium payments under the new policy.

This approach proved successful for common law employers, program consumers, and the state client in a transition that we recently managed for the Kansas Department of Health and Environment Division of Health Care Finance WORK program.

4. Manage the renewal of individual worker's compensation insurance policies for each common law employer;

PPL will manage the renewal of the worker's compensation national group insurance policy on an annual basis; under this proposed model, we will not be required to renew individual policies for each common law employer.

5. Manage the payment of each common law employer's individual worker's compensation insurance premium;

As part of the national group policy, payments are conveniently made following each pay period using a "pay as you go" Web-based system that allows policyholders to pay their premium in installments based on actual reported payroll, rather than on an annual estimate. Our financial management system is setup to calculate the premium amount owed per common law employer based on their DCWs' gross payroll for that particular pay period. This amount is withheld from the consumer's budget and paid to directly to PPL's broker through the Web-based system described above.

6. Provide wage information to workers' compensation insurer(s) to determine qualified DCWs benefits, when requested;

When requested, PPL will provide wage information to the workers' compensation insurer(s) to determine qualified DCW's benefits.

7. Facilitate the SWIF (or any other worker's compensation insurer's) annual audit process, including hosting SWIF/ insurer staff on site, providing necessary documentation;



PPL will facilitate an annual audit process including hosting any staff on site and providing the necessary documentation. The national group policy and "pay as you go" format promotes quicker audits, and minimal year-end reconciliation which allows consumers to budget more accurately.

8. Maintain the following information related to worker's compensation insurance in the common law employer's file:

- a. Worker's compensation insurance application and renewal documentation for each common law employer;
- b. Worker's compensation insurance policies for each common law employer;
- c. Worker's compensation premium documentation for each common law employer;
- d. Qualified DCW's wage documentation for determining worker's compensation insurance benefits; and
- e. Relevant worker's compensation insurance audit related documentation for each common law employer.

As part of our national group policy, there will not be any individual insurance applications, renewal documentation, policies, or premium documentation for each common law employer. Necessary information related to the group policy will be maintained on file at PPL. Qualified DCW's wage documentation and payroll reports will be maintained for each common law employer to facilitate payment, claims processing and annual audits.



Q. Physical Plant, Equipment, Technology and Development, Implementation and Maintenance of Communications and Information Systems

The Selected Offeror(s) must:

1. Have written policies and procedures related to the completion of the tasks listed below;

PPL has approved, written policies and procedures related to enrolling providers including the completion of the tasks listed below. Upon award, we will customize our Policy and Procedures manual to create ones specific to the PDS programs that comply with all contract requirements. Each manual serves as a training and management tool, as well as a reference guide for each program.

2. Have written internal controls, including segregation of duties, related to the completion of the tasks listed below;

PPL has well documented internal controls, including segregation of duties, related to the completion of the tasks listed in this section and we will update these as necessary to comply with all the requirements of this RFA.

3. Have the physical plant location, size and equipment (i.e., including computer hardware and software) that is adequate to effectively operate as a VF/EA FMS organization;

Public Consulting Group (PCG), PPL's parent company currently has an office located at 2040 Linglestown Road, Harrisburg, PA 17110. If awarded, PCG will relocate to a larger office in Harrisburg to accommodate PPL managers and staff. This office will be about 6,500-7,000 square feet and will accommodate about 30-35 employees. In addition, PPL has the equipment and computer hardware and software necessary to effectively operate as a VF/EA FMS organization.

At all of PPL's office finicalities, we deploy standardized server rooms and computing technology to enable VF/EA FMS operations. Policy requires that server rooms be secured with secure card key or key pad access and provisioned with uninterruptable power supply and climate control. The server room houses network switches, routers and firewalls which safeguard access to the data center, state of the art VoIP phone system, and office servers that provide domain control (for authorization of access to the network), print, file, and other services.

Internet access is routed by secure MPLS network connection to the corporate data center, which monitors and controls access to outside sites. Workstations are either desktops or laptops which are physically tethered by security cables. Workstations are purchased from a single vendor, and share a common operating system and operating software, so they may be provisioned quickly and, in emergency situations, used interchangeably. Access to files on workstations is controlled by Active Directory, so individuals are only able to access their own files on any machine. All machines are encrypted to prevent against unintended data exposure and run a current version of



virus protection software. Printers are accessed through the secure corporate network. MICR cartridges and check materials used for check printing remain locked away, except during use by authorized personnel.

4. Have the necessary technologies and accommodations in place adequate to effectively operate as a VF/EA FMS organizations

PPL has the necessary technologies and accommodations in place adequate to effectively operate as a VF/EA FMS organization. PPL has invested significantly in industry leading technology to meet the needs of current and future statewide program requirements. We are able to provide a wide range of services and supports to consumer-directed programs across the country due to our commitment to developing state-of-the-art technology platforms that are configurable to state and public agencies' goals, program eligibility requirements, and payment criteria. Public agencies are increasingly faced with the conflicting goals of providing more service flexibility and heightened financial accountability for a growing number of program participants. We have developed a comprehensive, fully integrated Web-based system, the Web Portal, to meet these goals. This system is fully owned and developed by PPL and additional software will not need to be purchased to support this program.

5. Have a Website that meets current Website accessibility standards and contains current and accurate information related to the VF/EA FMS function;

The PPL Web Portal allows for real time data retrieval and while customer service staff is well prepared to provide such information to consumers/common law employers and DCWs (as necessary), the Web Portal also creates an opportunity for program consumers/common law employers and DCWs to access information on their own. The portal is available 24/7 and through the use of a unique username and password each consumer will have immediate access to real time budget, timesheet and invoice data. DCWs will have access to the timesheets they have submitted and their processing status. The Web Portal is designed to follow all HIPPA and privacy regulations applicable to the data we manage. Consumers/common law employers only have access to their own accounts and their DCWs are not privileged to their employer's sensitive budget data. PPL's experience has aided us in the development of a customer friendly system which supports consumers in their goal to self manage and provides them with a tool to do so.

In addition to our standard software information systems, PPL has a current, live Website that provides information about our services that can be tailored to meet the requirements of this program (Please see <u>http://www.publicpartnerships.com</u>). We will leverage our experience providing Websites for existing programs to provide one for this program that includes the ability for individuals to obtain information about services provided through Public Partnerships as well as PDS policies and procedures. The site will enable users to download employment packet forms, pay schedules, timesheets, and tax forms.

PPL is currently assessing the required Website accessibility standards of this RFA, and will have them implemented by launch of the PDS programs if awarded.



6. Maintain a current operations computer database that ensure timeliness and accuracy of data entry and storage, and meets the needs to PDS and VF/EA FMS.

PPL will maintain a current operations computer database that ensures timeliness and accuracy of data entry and storage, and meets the needs of PDS and VF/EA FMS. Our document management system has proven to meet the needs of consumer direction programs currently under our management. This system allows PPL to proficiently and effectively manage the dozens of tax forms and other program documents often required by Federal, state and local tax and labor departments. We regularly watch for changes in regulations related to record retention and adjust our practices, if needed, to remain in compliance with those laws.

Our document management system is hosted on a secure server ensuring the safety of public health information and other customer demographic data. Only designated PPL employees and client-approved individuals are capable of accessing this system. The information stored on the server is routinely backed up by our IT infrastructure ensuring continuity of service and protecting against loss of information due to unforeseen natural events.



IV-5. Knowledge Receipt and Transition Plan. The Selected Offeror(s) must submit a current, detailed transition plan to the Commonwealth within five (5) business days of the start of the VF/EA FMS Organization Readiness Review period or as required by the Commonwealth. At a minimum, the transition plan must include a detailed plan for moving all waiver and state funded program participants currently using VF/EA FMS from the current VF/EA FMS organization to the Selected Offeror(s) effective September 1, 2012.

PPL will submit a current, detailed transition plan to the Commonwealth within five (5) business days of the start of the VF/EA FMS Organization Readiness Review period or as required by the Commonwealth. At a minimum, the transition plan will include a detailed plan for moving all waiver and state funded program participants currently using VF/EA FMS from the current VF/EA FMS organization to PPL effective September 1,2012.

DRAFT TRANSPER STANDARDS CHART

Policy statement:				
We ges and taxes reported and publicly an FABA served be retreastively transferred from dending Provider to Receiving Provider. All we ges peid under each (3004 agency peid) must be reported by the appointed FABA. The coverage period served be charged as a react of coverant transfer. Errors and conscious for 3P covered period must be reported by SP is software queries. SP remains responsible for reporting and payment of all wege and tax introlles during coverage period consistent with standard FAEA procedures for a beministed consumer. RP is responsible for reporting and payment of all wege and tax introlles as if during approximation and equiparty appointent consistent with standard FAEA procedures for new consumer. RP is responsible for reporting and payment of all wege and tax introlles as if during appointent consistent with standard FAEA procedures for new consumer. Additional taxis related to the frameter process are detailed below for Pedenti & Commonwealth of PA.				
Taska	Current VINEA PMS - Sending PMS Provider (<u>SP</u>)	New VFILA FMB - Receiving FMB Provider (<u>RP</u>)		
General				
hiliste Transfer as per PA DPW request	Review a requested transfer data on the PA Consumers Batch Transfer Form, sign off on readines and forward to Receiving FMS Provider.	Request a meeting with the Gending FMS Providents discuss details of the transfer; the format if the Se, FTP site, contact pensions etc.		
Western Region -OLTL and PDA Programs- Date of Transfer 1/12000. Contral Region - OLTL, PDA and Statewide COPPrograms- date of Transfer frV9000. Extern Region - OLTL and PDA Programs - date of Transfer - frV2000. The transfer takes phone on the beginning of the oriendar year, there will be NO WMGE TRANSFER	Upon receipt of transfer order item PA DPW, complete the Pikel Provider Transfer Requests' Asthonization Poster Jacks' Provider Transfer Requests' Asthonization Poster Employment and Payroll records Sided on the Form to RPwidtin 10 business days. Propare the flawith the framsferred data in the Remark agreed on with RP, and uplead the file to the designated location (FTP offs). Mill requested copies of the employment documents to RP. Accept actione/requested received transfer data item RP and reteries in the endocument of received transfer data item RP and reteries in the	Sign See FMSI Provider Transfer Request/Authoritation Ports dath: Transfer and return a copy to Beeling FMS Provide. Uphash transferred participants employees, and Data Case Montana and for SSIW information and back payrol data (F applicable) to your system. Propers encolment and employment participation distancement consumers and employment participation detribute from to obtain not transferable documents and PoAs.		
Agree to 'ending old?' identing new' pay-paried details. The mid-year transier, protectely, should take place as of the fat day of the calendar quarter, to evold issues related to multiple quarterly tax filing.	regarding the pay-syste. The last pay-period and the last	Establish pay-sycle, pay-periods and Pay Dates and communicate a new pay-of selender to ban staining concurrent. Ensure your starting pay-syste is not overlapping worldsbes covered by the cending FMS provider		
new FillS provider will be Dec 16-Dec 31st, if	Ensure the last Pay Date is in Dec 2000 to avoid tax filing lastes. Lat the RP later what will be the last pay date you will pay DCW050W to class all pending timesheets.	Send a new payrol calendar to all transferred concurrent. RP will take responsibility for making premarks for days worked after the date of the brander within the cannot authosization. RP will pay to DOWSSW on the bi-weaking pay cycle (or as per agreement) requirements), and to agreemendors or weakly back (or as per the agreement requirements). The first pay period covered will be from the tithe to the SML, 2000. The first pay date will be in January 2000.		
Establish on dag data and starting data for the budget authorization	Recordie consumer's authorized funds and return unused behavious besit to the client	Exterilate a plan for receiving funds for partial monthly allocation to over consumers expenses for the workships submitted to RP		
The first pay-period paid by the new FMS provider will cover pertoritive December 2000. Authorization. The Sending FMS Provider and RP will work transfer details with PA DPW at least one month pictor to the date of the transfer. The authorization must be provided no less than 2 works before the first PayDate of adult by RP. PA (DPW must splitthe authorization for workshoe peid by two different VF/EA FMS providers as contingly.	Establish deadlines for the final reconciliation with the PA DPW and return another shecks through the anchomed property process	Establish a deadline and a form of receiving authorization for transfeling Participants budgets. The PA OPW must provide RP with authorization for the transferral Participants for the remaining of the month of the banaciar . The PA DPW must ensure that RP is properly reinduced for all payments made eggling a Webl authorization.		
Exchange information regarding pending EmethaetsEnvokes	Forward a record of valid but unpaid the and involves to the Receiving Provider (RP)	Communicate and agree with the state (Commonweadition the minitersemant matted for payments to Direct Care workers for old time/sects and involves.		
	emphasize to transforing periodparts and their providers to manage their paysol has accordingly to prevent pended	Obtain a clean instructions from the PA DFWIn regards to ninductement method for payments on ciditions these submitted after five transfer data. RF-will pay for prior pay parted a sameeded as long as PA DFWI has provide data valid authoriton. PA DFW must ensure that RP is properly reimbarread for all payments made against a valid authoritation.		
Clarify how to handle corrections to prior payments	lithere was an exerptyment of underptyment reported after the brancher data, correct the payment in the affected quarter, and amend the reference as appropriate. Nultily the RP about the change to wages.	Update wage records in the corrected quarter for the proper YTD taxable wage evaluation		

UKAPT TRANSPER STANDARDS CHART

Policy statement:

Weges and taxes reported and paid by an FIGA central be retroactively transferred from Gending Provider to Receiving Provider. All weges paid under each \$3504 agency paids must be reported by the appointed FIGA. The coverage parted central be charged as a result of consumer transfer. Errors and corrections for SP covered paidod result be reported by SP in subsequent question. SP remains responsible for reporting and payment of all wage and tax liabilities during coverage paid consistent with standard FIGA procedures for a terminated consumer. RP is responsible for reporting and payment of all wage and tax liabilities as of clart date of agency appointment consistent with standard FIGA procedures for new consumer. Additional taxis related to the transfer process are detailed below for Finderal & Commonwealth of PA.

		-
Tasks	Current WNEA FMS - Seading FMS Provider (<u>SP</u>)	New VEELA FINS - Receiving FINS Provider (<u>RP</u>)
The Gending FMS Provider will ensure that all corrections are being-done prior to the transfer.		Update wage records in Sec corrected quarter for the proper YTD toxible wage evaluation. If the correction to payment was requested by the canding FMS Provider, work with PA D9W on Sec form of instructurement for this additional payment, and make the requested payment to the worker.
Exchange information minted to WC internation	Send WC related information to the Receiving FMS Provider.	Existiliate a new communication with the current WC provider, and work details on preyment sub-sches, reporting requirement, as St sub-sches, etc.
Sanding FMS Provider will hand over all active WC policies to RP	Forward the commit WC policies: terms, rates and WC agent name and phone number to RP, inform the RP provider about any pending WC claims. Revoke Power of Aborney for all WC policies.	Send new Porks to WC Insurance, and re-establish new administrative responsibilities. Request a strange of the making address for axialing policies. Request a payment schedule, reporting requirements and as 50 schedules. Establish payment and reporting methods. Review pended claims.
Federal_IRB		
Report Change of Address	kientily participants who may have necertly changed the address of residency, on the COMSUMER INFO_EATCH TRANSFER FILE (see worksheet Consumer Info_Batch Fin).	Complete IRS Form 6822, Citange of Address and process as appropriate. Ratein copy in file. Request a new Cadification Forms and update Work Location FSD Code
Provide documentation of Federal Employer Identification Number (FER)	Forward employees' copies of RS Notice OP 576 G, Antigeneest of Bospioyer Identification Number to RP. Forward a list of SNA with Consumers and SoR Numes on the COMSUMER NFO_ BATCH TRANSFER FILE.	Verily assumely of FENI & retain sopy of Nicolae CP 575 G, Analyzawari of Employee intentification Manuber, in consumer Re. Upload Consumer-Employee-EM into to your system.
Exchange information related to Direct Care Providens	Forward copies of available W-4s and I-9s to PPL. Forward a list of active Employees with their SSHs and addresses on the EMPLOYEES INPO_BATION TRANSFER FILE	Sere-copies of W-ts and His in the Employees Sec. Upland employees information to your system. Obtain missing documents directly item Direct Care Workers
Exclusingle information related to independent Contractors/Agencies	Forward Web forms for antive-Contractors and/or Agencies to R.P.	Verify accuracy and keep WHs in the Vendora/Contractors like. Upload Contractors into to your system. Citizin missing TIN directly item Contractors
Report change in agent status to IRS	Submit revocation of agent appointment on IRS Form 2008, Agent/Paper Asthonization sitar you completed all tax Bings for the tax periods of your responsibility	Submit new agent appointment on IRS Form 2070, Approx/Report Author/publics for all transformed consumers. Submit new Form 9821 Tax Information Authorization
Exclusingle information minted to employe thempicy a tax initiality for FICAMedicare and PUTA	gross and tamble wage information troken by calendar quarters. for datamination of employment tax indelifies. Indicate YTO wages paid to independent Contractors and	Record participants FUTA intellity status and each oftendarif's FICA/Medicare listikity status. For etherodarity eligible for FICA/Medicare withful iting refund at date of transite, certify <u>dP</u> if attendent actes queuily accesses the threated state for to close of oriender year. Hally Sanding FMS provider if independent Contractors weges met 600.00 YTO threadvoid
Yeer-End Reporting	lease Forms W-2 for each employee for all weges paid during agency period. Include wege and withtoking information in aggregate W-3, lowie 1999 to independent Contractors and Vendors	Issue Forms W-2 for each employee for all wages pold during againsy partical. (Do not include wages from partical prior to transfer). Include wage and withholding information in aggregate W-3. Issue 1099 to independent Contractors and Venders.
Commonwealth of PA		
Provide information related to consumer's state- unamployment and income tax withholding accounts	Where applicable, indicate consumer's unemployment compensation account number, unemployment experience rate, and state income tax witholding account marker and fing inquency on the CONSUMER INFO_ BATCH TRANSFER FILE. If no account number has been obtained because registration registered to an extend active <u>SP</u> . See in aggregate, indicate "no account".	Upbad SIT and SUI information to your system. Assess the need for additional registrations pursuant to RP policies and procedures for state registration.

DRAFT TRANSFER STANDARDS CHART

Policy statement:				
We ges and taxes reported and publicly an FRA connectibe retroactively transferred from See dag Provider to Receiving Provider. All we ges public under each (3504) agency pa must be reported by the appointed FRA. The coverage period connectibe changed as a result of commune transfer. Enous and connectives for SP coverad period result be reported by SP in texters period consistent with standard FRA procedures for a terminated consumer. RP is responsible for reporting and pryment of all wege and as intellifies during coverage period consistent with standard FRA procedures for a terminated consumer. RP is responsible for reporting and pryment of all wege and as faithfies as of cast data of agency appointment consistent with standard FRA procedures for new consumer. Additional tasks related to the transfer process are detailed below for Findersi & Commonwealth of PA.				
Taska	Current VPIEA FMS - Seeding FMS Provider (<u>SP</u>)	New VFIEA FMB - Receiving FMB Answider (<u>RP</u>)		
Exchange information related to employer tax fability for State Unemployment Tax	On PAYROLL RECORD_BATCH TRANSFER FLE, Indicate relevant consumer and employee quarterio-date wage information for determination of us employment tax listbildes. Reset on the historical date, on the CONSLMER HIRO_BATCH TRANSFER FILE indicate if the consumer is listble for GUI taxes (1000.00 + in quarterly payrol rule).	Record participant's SUTA facility status. For consumers who have not met the quarterly wege threshold for required filing of Form UC-2 at the time of humafur, notify SP if consumer tabaquently accessible the threshold during the calendar year of the other. Notification should occur prior to the due date for Ning Form UC-2 for the quarter during which consumer needless the wege threshold.		
Update Consumer's Power of Attorney	Revolue all applicable Power of Altomeya	Obtain a new PoA UC-694 and nevote Two old one by structuring PA Form UC-29_Employer's Report of Employment and Busine Change. Meintein copy of the Form UC-29		
Ressign administrative functions in PA TIDES system	Upon receipt of signed PKD Provider Transfer Request/Ratherbarkon Ports _Balob Transfer, usa "Exterptes Mainteennos" tunction in a TIDES to restaign the administrative function to the PPL (see e TIDES) Inductions for Enterprise Administration - RP, must request access prior to restaignment). Remore banking and contact information prior to restaignment. <u>SP</u> with Pite 4 pay final PANC toors using a <u>Biopeal Return with</u> <u>check</u> .	Request administrative access to consumer a TIDES account prior to notaming signed PASS Protective Towarder Request/Australian Posts _Batch Towarder (see "Registering Existing Enterprises" in a TIDES instructional, Within Ive days of processing, confirm access tail registration and/or context any encount in coordination with Sp. Update backing and context information (Form UC-140E). RPwW Register, File & pay PAUC taxes using the a-TIDES.		
Provide information related to consumer's Local Income Tax withholding accounts	appropriate tax rates (EIT) for redifferits and/or non- residents. Forward to RP a name and the address of the	Record information received from Sending FMS provides. Reque a change of address antification from all employees. Update records with new FSD codes. Assess the need for additional registrations parametric RP policies and procedures for Local T registration.		
Shere your contexts within state tax agencies with Resolving FMS provider. Because there is to many influences to done-400 employment, having these relationships is investable.	Provide the mone and the phone number (a-mail) of the tax agents, you are dealing with.	Save the information and establish relationship with agents if needed.		



Our work plan will allow PPL, the Commonwealth, and the transitioning F/EA to monitor and steer transition progress so that PPL is prepared for an agreed upon operational start date impacting consumer/representative-employers as minimally as possible.



FMS Provider Transfer Request/Authorization Form

Batch Transfers

PCG Public Partnerships, LLC 6 Admirals Way Chelsea, MA 02150

Sending VF/EA FMS Provider

Receiving VF/EA FMS Provider

Sending VF/EA FMS Provider should submit file batches via SFTP @

Forms

Consumer Records Include:

Batch File Headers

- Consumer ID No.
- Name
- Medicaid ID No.
- Address
- City
- State
- ZIP
- Municipality
- County
- □ PSD Code
- □ FEIN
- **Employee Records Include:**

Batch File Headers

- Employee ID No.
- Employee Status: Employee | Contractor
- Social Security No.
- Name
- **Residential Address**
- Mailing Address
- State
- 7IP
- Phone No.
- Municipality
- Countv
- PSD Code
- Municipal Non-Resident EIT Rate

SENDING VF/EA FMS PROVIDER

Αu

uthorized Sign	ature
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Submitted	by (print	name)
Jubiniticu	by (princ	nunicj

EOR Records Include:

Batch File Headers

- FFIN
- **Employer Registration Type**
- □ EOR Name
- □ PSD Code.
- □ State SIT Account No.
- State SIT deposit frequency
- □ SUI/FUTA Liability Statement
- □ State SUI Account No.
- □ State SUI Experience Rate
- □ Workers Comp Policy No.
- Workers Comp Policy Rate

Forms

- □ IRS Form W-4
- □ IRS Form I-9
- □ Residency Certification Form
- DCW/SSW Qualification Form
- □ Qualified Backup DCW/SSW Designation
- DCW/SSW Backup Qualification
- □ Form W-9

RECEIVING VF/EA FMS PROVIDER

Authorized Signature

Submitted by (print name)

□ Authorized Surrorgate Representative Designation Common Law Employer Agreement **Residence** Certification Form

Forms

□ IRS Form CP 575 G



IV.6 Agreement Transition and Turnover. Upon expiration or termination of the Agreement by the selected Offeror or by the Commonwealth, the selected Offeror shall provide for a smooth and timely transition of its services to the Commonwealth and its contractors, as applicable. In addition, the selected Offeror must:

a. Provide a final detailed description of the transition plan for approval by the Commonwealth and initiated four (4) months prior to the last day of the Agreement.

b. Cooperate with the Commonwealth and supply the Commonwealth and/or its contractor with all information required by the Commonwealth and/or its contractor during the transition process.

c. Pay all costs related to the transfer of materials and responsibilities as a normal part of doing business with the Commonwealth.

Upon expiration or termination of the Agreement by PPL or by the Commonwealth, PPL shall provide for a smooth and timely transition of its services to the Commonwealth and its contractors, as applicable. PPL shall cooperate with the Commonwealth and supply the Commonwealth and/or its contractor with all information required by the Commonwealth and/or its contractor during the transition process. PPL agrees to pay all costs related to the transfer of materials and responsibilities as a normal part of doing business with the Commonwealth.

PPL understands the importance of ensuring an efficient and effective transfer of FMS services and all related documentation at the end of each agreement or contract period. PPL will apply the same systems and process expertise we have developed to receive transferring participants to the transfer of participants to the Commonwealth and its contractors. These systems and processes are described fully in **Part IV-5 Knowledge Receipt and Transfer**.

We propose to meet with the Commonwealth immediately upon expiration or termination of Agreement to review the tasks on the work plan and their estimated start and end dates to ensure that all parties (PPL, the Commonwealth, and the transitioning VF/EA) are comfortable with the schedule and that no critical tasks have been overlooked.



IV-7. Reports and Project Control. Report formats and data sources must be approved by the Commonwealth Grant Administrator during the VF/EA FMS Readiness Review period. OLTL/PDA/ODP reserves the right to access pertinent data sources and generate ad hoc data reports. OLTL/PDA/ODP must have read only access to the accounting and information systems for validation of OLTL/PDA/ODP all data contained on OLTL/PDA/ODP reports and to perform ad hoc data queries. The VF/EA FMS organization must supply the Selected Offeror(s) Relationship Diagram to the Commonwealth Grant Administrator for facilitation of ad hoc reporting. If more than one Selected Offeror(s) is selected, the Commonwealth Grant Administrator will specify the data elements that the Selected Offeror(s) must have in their system for consistency in data and reporting.

a. Quarterly and Annual Status Reports. The VF/EA FMS organization must submit quarterly status reports covering activities and issues encountered during the reporting period. The fourth quarterly report must be an annual progress report covering activities and issues of the past full Agreement year as well as recommendations for the next Agreement year. All figures should be presented by month, regional office, county, waiver or state funded program, and in the aggregate; additional categories apply for some statistics and are listed individually. Quarterly status reports must include:

i. The number of Education and Outreach activities performed;









viii. For OLTL only, the number of individuals in SMW who stopped receiving VF/EA FMS from the VF/EA FMS organization. This number must also be presented by reason for termination;



x. For OLTL only, the number of individuals in SMW who previously stopped receiving VF/EA FMS from the VF/EA FMS organization, but then resumed services during the reporting period;

xiii. A description of issues identified by the VF/EA FMS organization which pose or may pose unnecessary barriers to or delays in the provision of VF/EA FMS. These issues may be systemic or specific to the business processes within one region or county;

PPL will report on issues that may pose barriers to or delays in VF/EA FMS. Our expectation is that if there are barriers or delays, these will largely take place during the implementation period as it is possible that we could have difficulty obtaining data from a transitioning VF/EA FMS or that we have misunderstood a DPW process. Any delays to DPW or vendor payment will be immediately reported; ongoing delays that may impact implementation will be discussed during regular status meetings as a part of our progress reports.

xiv. Updates on all work plans that are active during the reporting period;

Updates on all active work plans will be provided for each quarterly reporting period as well as our regular status meetings with DPW.

xv. The fourth quarter (annual) report also must contain:



a. Identification of any trends in the provision of FMS and an explanation of how both best practices and lessons learned will be acted upon;

In the annual report, PPL will analyze data accumulated throughout the year in order to identify both positive negative trends and provide detailed explanations on ways to improve our task and integrated best practices throughout the program further. Additionally, we will identify promising practices that we have learned in other states and bring them to the table for DPW discussion.

b. A summary of training opportunities offered to employees during the reporting period by the VF/EA FMS organization or third party training opportunities and the level of employee participation;

Training opportunities to employees and their participation rate will be documented and reported to DPW and other designated parties each year. We are excited that DPW recognizes that reporting trends can identify areas for training; not all of our clients make this request. We welcome any opportunity to streamline processes and make them more efficient and effective for the consumers and DCWs.

b. Monthly Reports. The VF/EA must provide accurate and timely reports monthly to common law employers, CM/SC, AE, and OLTL/PDA/ODP. All figures should be presented by month, regional office, county, waiver or state funded program, and in the aggregate; additional categories apply for some elements and are listed individually.

i. Prepare and distribute monthly utilization reports to common law employers, the AE, and the CM/SC as specified by OLTL/PDA/ODP;



iii. Inform the CM/SC of any common law employer who does not submit timesheets or invoices to the VF/EA for two or more consecutive payroll periods (one month or more) as evidenced by the VF/EA's documentation and results of OLTL/PDA/ODP survey of CM/SC;

PPL will inform the CM/SCs of any common law employer who does not submit timesheets or invoices for two or more consecutive payroll periods.

iv. Common law employers, CM/SC, and OLTL/PDA are provided written notification of overutilization when utilization exceeds the monthly budget by 10% or more for two or more consecutive months. One letter is sent each month. This is evidenced by VF/EA documentation and OLTL/PDA/ODP review of sample of common law employer files;



v. Common law employers, CM/SC, and OLTL/PDA are provided written notification of underutilization when utilization is 80% or less for two or more consecutive months. One letter is sent each month. This is evidenced by VF/EA documentation and OLTL/PDA/ODP review of sample of participant files;



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vii. The VF/EA provides Common Law employer, DCW, vendor, or VF/EA related information, records, and statistics to OLTL/PDA/ODP within 10 business days of request;

PPL will provide the necessary information, records and statistics to the OLTL/PDA/ODP within 10 business days of request.

viii. The DCWs that are qualified to render services and the date of the last qualification determination;



ix. The consumers that have active authorizations for services;

PPL is able to generate a list of consumers that have active service authorizations on a monthly basis to the designated parties through our Web Portal Reporting web application. All data captured in our Web Portal are available for reporting.

x. Each DCWs hourly rate;

PPL is able to generate a monthly report specifying the hourly rate of each DCW to the designated parties through our Web Portal Reporting web application. All data captured in our Web Portal are available for reporting.

xi. Common Law employer relationship to DCW report;

PPL is able to generate this report on a monthly basis to the designated parties through our Web Portal Reporting web application. All data captured in our Web Portal are available for reporting.

xii. DCWs that have worker for 16 hour or more in a single shift;



xiii. Each common law employers SUTA rate;

PPL will be able to generate each common law employer's SUTA rate on a monthly basis to the designated parties through our Web Portal Reporting web application. All data captured in our Web Portal are available for reporting.

xiv. Each DCW that is tax exempt;

xvi. Outstanding payments or reimbursements from PROMISeTM to any DCW or vendor and the reason for the outstanding payment and the reason for not being reimbursed;

PPL will provide regular reports on any outstanding accounts receivable as well as denial reasons.

xvii. Requests for program exceptions based on established limits; and



xviii. For ODP only, the common law employers that have paid overtime, the associated consumer, the amount of overtime paid, and the DCW that received the overtime payment.

In the monthly report, ODP will receive a list of common law employers that have paid overtime the associated consumer, the amount of overtime paid, and the DCW that received the overtime payment.

c. Problem Identification Report. An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

d. Final Report. The Vendor VF/EA FMS must submit draft copies of the final report prior to submission of the actual report. The final report will be due either at the end of the three year Agreement period, or at the end of any renewal year if a renewal option is exercised.

PPL will provide draft copies of the final report prior to the submission of the actual final report at the end of each applicable period.

The final report must include:

i. An abstract or summary of the VF/EA FMS activity during the Agreement period in terminology that will be meaningful to management and others generally familiar with the subject areas.

A summary of our activities during the Agreement period will be provided in the final report suited to an audience generally familiar with the subject matter.

ii. A description of data collection and analysis and other techniques used during the Agreement period.

The final report will include a description of our efforts and techniques in collecting data, as well as our analysis of the information on the PDS programs accumulated during the Agreement period.

iii. A summary of findings, conclusions and recommendations for improving the VF/EA FMS activities.



iv. All supporting documentation; e.g., flow-charts, forms, questionnaires, etc.

All supporting documentations issued throughout the applicable period will be provided in the final report.

v. A time-phased work plan for implementing the recommendations.

Recommendations offered either by the DPW or issued by members of our own staff will include a time-phased work plan to ensure proper implementation.



2. Progress Reports.

The Selected Offeror(s) must prepare a written progress report by the tenth of the month or more frequently, as requested, and present this report to the Project Officer or designee.

PPL will present a written progress report by the tenth of each month, or more frequently, to the Project Officer or designee. PPL understands the importance of frequent and productive communication with our clients. It is standard protocol during a program launch to schedule weekly client steering meetings. These meetings serve as a platform for reporting progress, problems and required performance reports. We use the time to review progress against the project plan, identify accomplishments and areas in need of improvement and assign next steps for future action. Reports are an integral part of the meetings as we use them to analyze our actions, see trends and illustrate areas needing attention.

The report must include:

- a. Status of major activities and tasks in relation to the Selected Offeror(s)'s work plan.
- b. Target dates for completion of remaining tasks.
- c. Any potential delays or problems anticipated or encountered in reaching target dates and the reason for such delays.
- d. Any revisions to the overall work schedule.

PPL's progress reports will include the status of all major activities in relation to our work plan, targeted completion dates of all remaining tasks and information in regards to potential delays and/or any problems, anticipated or encountered, in reaching specified target dated. PPL's progress reports will also include reasons for any delays and the action plans for handling said delays. Revisions to the overall work schedule will also be included.

Below is a sample section of a PPL Progress Report for one of our South Carolina programs:





a. Corporate Background. The Offeror must describe the corporate history and relevant experience of the Offeror and any subcontractors. This section must detail information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, and the current size of the company. The Offeror must provide a corporate organizational chart as part of this section. Offerors must identify any current contracting or subcontracting relationship(s) that may result in a conflict of interest with the requirements of this RFA. Offerors must also abide by the Commonwealth's conflict of interest standards identified in Appendix A, Standard Terms and Conditions for Services and Appendix B, Department of Public Welfare Addendum to Standard Terms and Conditions.



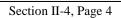
PPL agrees to abide by the Commonwealth's conflict of interest standards in Appendix A, Standard Terms and Conditions for Services and Appendix B, Department of Public Welfare Addendum to Standard Terms and Conditions. In the pages that follow, you will find PCG's and



PPL's organization charts. These organizational charts show PCG and PPL management. PPL's organizational chart also includes the various states in which we have contracts as well as the potential contact with Pennsylvania.



PCG Organizational Chart





PPL Orgnaizational Chart



b. Corporate Experience. The Offeror must describe experience providing similar services, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

Following this section, PPL has included a sample of our qualifications. Each qualification describes work we have done that is relevant to this proposal. The qualifications include a description of the program as well as contact information for our clients. You will see that both PPL and PCG have extensive experience working with the Commonwealth of Pennsylvania. PCG is currently under contract with DPW. They enjoy a strong working relationship with DPW and PPL hopes to be fortunate enough to develop a similar rapport with DPW. We have also included a description of PPL's experience in Pennsylvania. We have a history of working with more than 20 counties in the state - 19 of them on Health Choices initiatives and 3 of them for vendor fiscal/employer agent work.

This section of the proposal must include a description of the Offeror's experience in: Qualifications and Prior Experience. For the purposes of this Project, the Selected Offeror(s) must meet the following qualifications and prior experience.

i. The Selected Offeror(s) must have a history (at least three years experience) successfully providing similar services.



We believe we are a well suited match for the PDS programs in the Commonwealth. Should PPL win this Award for PDS, PPL will be committed to the success of each program, in every region. PPL's mission is to be the provider of choice of comprehensive financial management for public sector home and community based services. Thus far, PPL has been able to successfully implement new programs, policies, and provide consumers with choice and control of publicly-funded long term services and supports. We look forward to the Pennsylvania opportunity.

This extensive experience allows us to apply national best practices in our operational procedures and management practices. Please see the charts on the following pages for detail about our experience in different states, the populations we serve, and the services we provide.



Populations Served & Services Provided by PPI



PPL Current Experience Matrix



ii. The Selected Offeror(s) must provide at least one reference from organizations to which it has provided similar services during the past five (5) years.

Please see section II-4, c for a copy of our references.

iii. The Selected Offeror(s) must have a working knowledge of VVF/EA FMS as described in this RFA, including the need for VVF/EA FMS, the procedures and internal controls needed to provide VVF/EA FMS, and the scope/nature of VVF/EA FMS provided in accordance with Section 3504 of the IRS code, IRS Revenue Procedure 70-6, IRS Proposed Notice 2003-70 and REG-137036-08, as applicable, federal and state labor laws, state and local employment tax laws and state workers' compensation insurance laws.



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PPL has well established internal controls and written policies and procedures to manage many



thousands of workers' compensation policies annually. These policies and procedures include instructions on procuring and renewing worker compensation policies, setting up withholdings from consumers' budgets, managing worker compensation claims and supplying data to complete annual audits. All policies and procedures identify the internal controls in place to monitor and evaluate these processes.

It is our belief that our experience over the past 12 years, combined with our size, national base and frequency of workers compensation facilitation and maintenance of policies, has put PPL in a position to negotiating competitive policy rates. Upon award of the Agreement, PPL looks forward to providing this same leverage on behalf of the families enrolled in the OLTL, PDA, and ODP programs, if required.

iv. The Selected Offeror(s) must meet VVF/EA FMS organization qualifications as outlined in OLTL Bulletin 54-541-10-03 and ODP Bulletin 00-08-14 and any Commonwealth revisions relating to VVF/EA FMS.

Since 1999, PPL has provided VF/EA services for individuals with a wide range of disabilities; we are the most experienced administrator of participant-directed programs in the country, having designed, launched, and managed numerous statewide and county-based fiscal service agency programs. PPL believes we will meet and exceed the VVF/EA FMS organization qualifications outline in the bulletins and in this RFA.

In accordance to OLTL Bulletin 54-541-10-03 and ODP Bulletin 00-08-14, PPL agrees to comply with all regulations. PPL has well established ongoing internal audits to ensure we are compliant will all program, state, and federal regulations. PPL also agrees to comply with all Standards and requirements outline in OLTL Bulletin 54-541-10-03 and ODP Bulletin 00-08-14 by developing policies and procedures that outline program requirements, development and implementation, and internal controls.



II-4 C: References

The Offeror must provide a list of at least one relevant Agreement within the past three (3) years to serve as corporate references. This list shall include the following for each reference:

i. Name of contractor
ii. Type of Agreement
iii. Agreement description, including type of service provided
iv. Total Agreement value
v. Contracting officer's name and telephone number
vi. Role of subcontractor(s) (if any)
vii. Time period in which service was provided

The Offeror must submit Appendix D, Corporate Reference Questionnaire, directly to the contacts listed. The references should return completed questionnaire in sealed envelopes to the Offeror. The Offeror must include these sealed references with its proposal.

Please find attached an overview of four relevant agreements outlining items i - vii listed above.

Please see envelope included with proposal. Submitted Corporate Reference Questionnaires for each reference are included.













On the following pages, PPL has included a sample of our qualifications. Each qualification describes work we have done that is relevant to this proposal. The qualifications include a description of the program as well as contact information for our clients. We have also included a description of PPL's experience in Pennsylvania.



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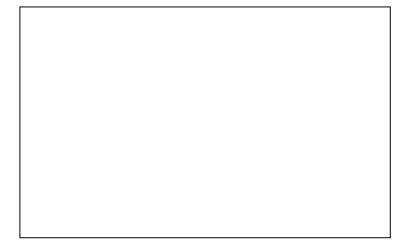
Section II-4, Page 42



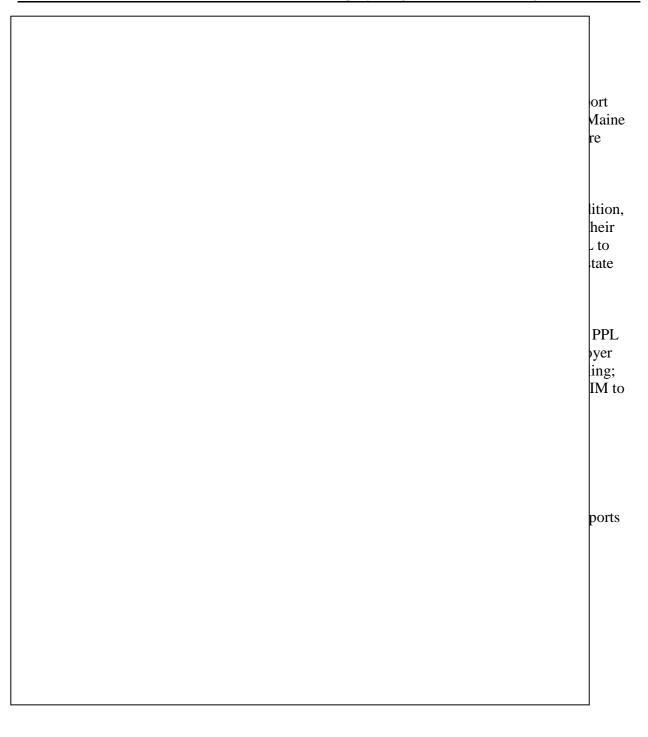


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Section II-4, Page 50

















Section II-4, Page 58





Section II-4, Page 60



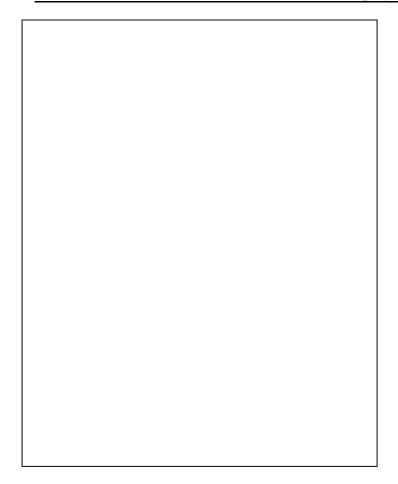
































II-5. Personnel. Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel, include the employee's name and, through a resume or similar document, the Project personnel's education and experience in. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

PPL believes that one of the most important keys to a successful project is staffing it well. We employ curious, engaged and hardworking professionals around the country to support our consumer direction endeavors. The staff members assigned to this project represent multiple functional groups within PPL. These individuals possess the qualifications necessary to meet or exceed the requirements of these programs. Currently employing over 240 individuals, PPL has the ability to add additional staff rapidly and the bench strength to cover the peaks and valleys associated with such a large project. We believe that this, along with our demonstrated experience managing projects of comparable size, sets us apart from our competitors.

On the chart below we have identified the key staff who will be working on the PA DPW VF/EA FMS programs. These are all executive and professional-level staff; their work will be supplemented by supporting teams such as the Financial Operations Team, the Finance Team, the Launch Team, etc. The chart also identifies the state in which managers and staff will be physically located and how many years each person has been with PPL.





We have listed below the key personnel for PA DPW VD/EA FMS and their primary responsibilities:



Resumes for all staff can be found at the end of this section.

PPL has not proposed to subcontract for any portion of the scope of work for this agreement. PPL retains the right to add additional staff and contractual resources to the project as required to support periods of intense activity and peak volume, such as during the initial transfer of existing participants from incumbent FMS organizations to PPL. If selected for award, PPL will present various alternatives for the review and approval of DPW.



II-6. Training. If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

PPL also anticipates local, state and federal changes in rules and regulations over time that may require training of agency personnel. In those instances, we will try to add training to regularly scheduled meetings so that we do not inconvenience agency personnel.



II-7. Financial Capacity. Offerors must submit information about the financial conditions of the company. For ease in assembling the proposal, the Offeror should append its financial documentation rather than including it in the main body of the proposal. The Offeror must provide the following information:

a. The identity of each entity that owns at least five percent (5%) of the Offeror.

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b. For the Offeror and for each entity that owns at least five percent (5%) of the Offeror:



i. Provide audited financial statements for the three (3) most recent fiscal years for which statements are available. If your company is a publicly traded company, please provide a link to your financial records on your company Website. Financial statements must include the company's Balance Sheet and Income Statement of Profit/Loss Statements. Also include Dun & Bradstreet comprehensive report if available. If audited financial statements.

a. The full name and address of any proposed subcontractor in which the Offeror has five percent (5%) or more ownership interest. The Offeror must provide a copy of the proposed subcontractor's Financial and Accounting Policies and Procedures.

PPL does not have any proposed subcontractors in which we have five percent (5%) or more ownership interest.

b. The full name and address of any organizations with which the Offeror proposes to subcontract for any tasks to be performed for the RFA and for administrative or related services.

PPL will not be using any subcontractors for this project if awarded this Agreement and plans to solely perform all tasks and administrative or related services described in the RFA and Agreement.



c. A list of any financial interests the subcontractor may have in the Offeror's organization or any financial interest the Offeror's organization has in proposed subcontractors.

PPL does not plan to use any subcontractors for this proposal and does not have any financial interest in any proposed subcontractors.

d. Information about any significant pending litigation.

Neither PCG nor PPL have any significant pending litigation.



Corporate Banking 28 State Street MS1515 Boston, MA 02109 Telephone: 617 725 5673 Facsimile: 617 263 0442 david.bugbee@rbscitizens.com

February 13, 2012

Reference Public Consulting Group, Inc. 148 State Street Boston, MA 02109

To Whom It May Concern:

This letter will confirm that Public Consulting Group, Inc. is a commercial banking client of RBS Citizens NA. I have worked with Public Consulting Group for many years and they have always handled their relationship in an exemplary fashion.

Bank.

Overall, Public Consulting Group is an excellent customer to the Bank and we value our relationship.

Should you have any further questions regarding Public Consulting Group, Inc., please do not hesitate to call me at 617-725-5673.

Best Regards,

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II-8. Objections and Additions to Standard Grant Terms and Conditions.

PCG Public Partnerships has no objections to the Terms and Conditions outlined in Appendices A and B.

APPENDIX C DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, President of PCG Public Partnerships, LLC a Massachusetts corporation or other legal entity,

("Contractor") located at 148 State Street Boston MA, 02109, having a Social Security or Federal Identification Number of _______, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

_ percent (_____%) [Contractor must specify the percentage] of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

The Department of General Services [or other purchasing agency] shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the Pennsylvania Crimes Code, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

William m WRAALAVON /COD Printed Name/Titl

12012 porate or Legal Entity's Name nature/Date,

Printed Name/Title

LOBBYING CERTIFICATION FORM

Certification for Contracts, Grants, Loans, and Cooperative Agreements

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The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure of Lobbying Activities, in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such

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SIGNATURE		
	Dresident ML	
TITLE:	<u>projucy</u> , , ,	
DATE:	3/21/2012	

Enclosure 1 to Management Directive 305.16 Amended

Page 1 of 1 DPW ADMINISTRATIVE MANUAL Attachment XXIII to 7032.2



Supporting Choice. Managing Costs.™

June 14, 2011

Daniel R. Boyd, Director Department of Public Welfare Division of Procurement Issuing Office at Room 402 Health and Welfare Building Harrisburg, PA 17120

Re: RFA # 22-11 Vendor Fiscal/Employer Agent Financial Management Services

Dear Mr. Boyd:

Public Partnerships LLC (PPL) is pleased to provide a Technical Best and Final Offer (BAFO) for Request for Application (RFA) No. 22-11, Vendor Fiscal/Employer Agent Financial Management Services (VF/EA FMS) – Lot 2 Central Region. PPL's proposed BAFO reflects our commitment to working with PA DPW to ensure an effective transition and operation of the VF/EA FMS programs. We would be happy to discuss any aspects of this BAFO further, at a time of your convenience.

PPL understands that the Commonwealth has met with delays that have caused it to postpone transition activities, including the acceptance of new enrollees, from September 1, 2012 to October 1, 2012. With some modifications to our work plan, PPL is able to accommodate this change and still be able to provide services to both new and transitioned participants on January 1, 2013. We have attached a list and description of changes that are necessary and relevant to accommodate this schedule change. We have also provided a copy of our updated work plan, which details the modifications, as part of this BAFO. The biggest change is a more aggressive kick-off process with DPW shortly after contract award. We would hope to meet with DPW immediately upon contract award and use that time to meet your team, learn about the program's opportunities and challenges and make several tactical decisions with DPW about implementation.

PPL is committed to providing DPW with the most technically responsive and operationally sound financial management services possible. We look forward to the opportunity to further our work for the Commonwealth of Pennsylvania and would be honored to be selected to serve DPW as a VF/EA FMS.

We would be happy to present PPL's proposal in person at the convenience of DPW. Please do not hesitate to contact me if you require additional information in consideration and evaluation of the proposal or BAFO.

Sincerely, A. Zml

Marc H. Fenton President

List and Description of Changes to Work Plan and Project Management

On a macro level, the major changes to the Work Plan consist of moving the start date of activities from 7/1/12 to 8/1/12, shifting the start of enrollment of new participants commensurately by one month, but leaving the start of provision of services to transitioned participants per the original schedule, starting on 1/1/13. This has required the compression of many activities to complete required tasks on an accelerated basis. These revised timeframes are reflected on the updated Work Plan. The below identifies key changes to the Work Plan and our approach to managing these changes to mitigate implementation risk.

Phase I – Project Implementation Planning

The shorter transition timeframe increases the challenge of bringing on peak staffing requirements needed to process transition documentation and to provide customer service to respond to questions individuals have. PPL has pre-existing relationships established with staffing agencies and internal HR staff to help mitigate this risk.

Task I.1: Project Kick-Off

Work Plan Line Item 27: Kick Off Meeting

PPL is assuming a project start date of 8/1 and requests that DPW dedicate the appropriate staff to three full days of on-site meetings from 8/1 to 8/3 to review the project timeline, confirm expectations and bring as many open issues to closure as possible.

Work Plan Line Item 57: Participate in the F/EA FMA Organization Readiness Review

PPL will be prepared for the Readiness Review on August 15th and will need the DPW to commit the appropriate staff over the weeks leading up to the Readiness Review work with PPL to finalize a Business Rules and Process Flow document. The Business Rules and Process flow document will drive much of our system configuration and therefore it is imperative we have sign-off during the Readiness Review.

Work Plan Line Item 84: PA DPW Approvals

The truncated timeline will impact the transitioning population activities most dramatically given the number of participants. The key component of a well coordinated transition is ensuring that all necessary information is transferred in the timeliest manner possible. PPL requests that DPW dedicate the appropriate staff to work with PPL on finalizing and approving enrollment and transition packets and materials by 8/10 to allow immediate training of PPL staff on the processing requirements.

Work Plan Line Item 89: PA DPW Communications Plan for F/EA Transition

An effective Communications Plan is critical to ensure participants are aware of the transition and that they will be receiving information from PPL, and the criticality of promptly returning required documents back to PPL. To further ensure timely information transfer, PPL requests the appropriate DPW staff be assigned to finalizing a communication plan to participants and existing providers. PPL's ability to successfully transition program participants is highly contingent on current providers forwarding the necessary information on schedule.

PPL has transitioned participant-directed programs from other local providers in eight states and the best practice is for all information submitted by current providers to be in electronic format. Due to the truncated timeline, the high number of transitioning participants and the critical nature of payment processing and proper tax withholding and filing, we strongly recommend DPW support PPL in mandating that current providers submit all requested participant and worker information in electronic format.

Work Plan Line Item 115: Configuration of PPL Medicaid Billing Systems

In our experience, setting up PPL systems to interface with the Medicaid Billing platform (PROMISE) takes approximately 3 months to ensure appropriate testing has been completed prior to the first claim submission. Therefore, PPL will need the appropriate DPW IT and PROMISE staff assigned to the set up and testing process to ensure payments in October can be appropriately claimed through PROMISE.

Phase II: Project Design

Task II.1: IT systems and Web Portal System Set Up and Configuration

DPW has presented an aggressive schedule for program roll out and transition that will require PPL to prioritize our system configuration schedule to ensure payments can be made in October. Therefore, we request that DPW assign the appropriate staff over the first two months of program launch to provide any information or attend any meetings deemed necessary by PPL to ensure configuration of the Web Portal remains on schedule.

Work Plan Line Item 193: Reporting

PPL will work with DPW to identify the most relevant reporting metrics and prioritize development of those reports for commencement of FEA activities for new enrollees on 10/1. Completion of other quarterly and annual reports outlined in the RFA will be completed prior to the due date but they will not be prioritized over completion of the other system configurations. As such, PPL can ensure prompt delivery of all mandatory reports in time to meet operational requirements.



Work Plan Line Item 233-234: Initiate Enrollment Activities for New Enrollees

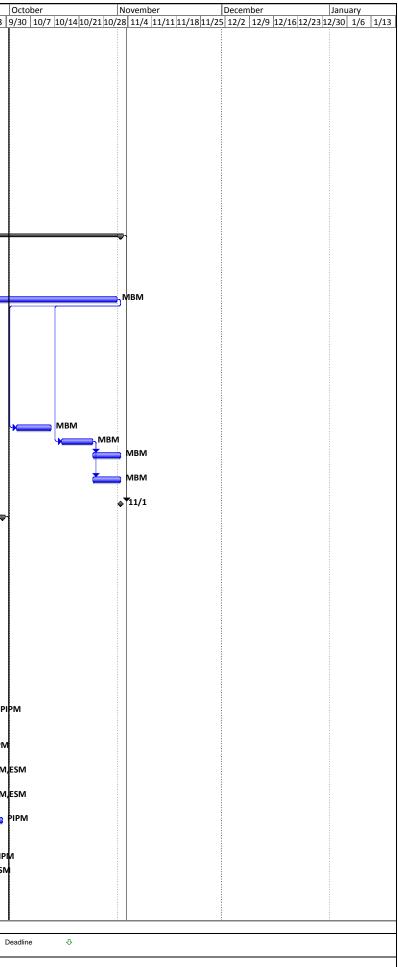
Although the actual commencement of transition cannot start until 10/1, we highly recommend that critical activities, such as the Case Manager and Service Coordinator training, be conducted in advance of that date to ensure as much as possible is lined up prior to 10/1. We have reflected this on the revised Work Plan.

I		Duration	Start	Finish	Estimated Responsible	Resource		uly	August	Septe		October	November	Decemb	
1	PA Department of Public Welfare VF/EA FMS Implementation Project Plan	124 days	Mon 7/2/12	Mon 12/31/12	Hours Party	Initials	6/17 6/24	7/1 7/8 7/15 7/22	2 7/29 8/5 8/12 8	8/19 8/26 9/2	9/9 9/16 9/2	3 9/30 10/7 10/14 10/2	1 10/28 11/4 11/	11 11/18 11/25 12/2 1	2/9 12/16 12/23 12/3
2	PA DPW - Lot 2 - Central Region	124 days		Mon 12/31/12 Mon 12/31/12											
3	Task I - Pre-Launch Activities	53 days	Mon 7/2/12	Fri 9/14/12											Ĭ
-	Secure at least one brick and mortar ADA compliant office in the Commonwealth	21 days	Mon 7/2/12	Tue 7/31/12	PPL	CO0			coo		•				
5	Secure physical space capacity and equipment necessary to operate effectively as a VF/EA	21 days	Mon 7/2/12	Tue 7/31/12		C00			coo						
6	FMS organization Ensure workspace meets all Commonwealth requirements (including compliance with	21 days	Mon 7/2/12	Tue 7/31/12	PPL	C00	-		COO						
7	Commonwealth Desktop standards) Establish a regional presence with the capability to conduct in-person meetings	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-		PM						
8	Provide the Commonwealth evidence of the separate VF/EA FEIN for Public Partnerships, LLC		Mon 7/2/12	Tue 7/31/12		DFP	1 1		DFP						
		,							DFP						
) 0	Register with the Pennsylvania Department of State Register in the Commonwealth Workforce Development System (CWDS)	21 days 21 days	Mon 7/2/12 Mon 7/2/12	Tue 7/31/12 Tue 7/31/12		DFP DFP	-		DFP						
1	Establish a VF/EA FMS Organization File to include the following documentation	21 days	Mon 7/2/12	Tue 7/31/12											
2	Documentation regarding registration with the Pennsylvania Department of State to	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-		PM						
3	conduct business in the state Documentation verifying financial viability	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-		РМ						
4	Public Partnerships, LLC IRS Form SS-4	21 days	Mon 7/2/12	Tue 7/31/12		PM	1		РМ						
5	Other documentation as applicable	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-		РМ						
5	Documentation related to transitioning a common law employer from one VF/EA FMS	21 days	Mon 7/2/12	Tue 7/31/12		PM	-		РМ						
7	organization to another, as appropriate Ensure all current project staff have completed HIPAA Privacy and Security Training	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-		РМ						
8	Recruit, hire and train additional support staff to support the roll out and transition	53 days	Mon 7/2/12	Fri 9/14/12		PM	-				PM				
9	Draft PPL Welcome Letter	21 days	Mon 7/2/12	Tue 7/31/12	PPL	PM	-								
0	Draft Common Law Employer Enrollment Packet	21 days	Mon 7/2/12	Tue 7/31/12		ESM	1 6		ESM						
1	Draft DCW Enrollment Packet	21 days	Mon 7/2/12	Tue 7/31/12		ESM	1 1		ESM						
2	Draft Vendor Small Unlicensed Provider, and Independent Contractor Payment Packet	21 days	Mon 7/2/12	Tue 7/31/12	PPL	ESM	-		ESM						
3	Draft Communications Plan for F/EA Transition	21 days	Mon 7/2/12	Tue 7/31/12											
1	Task I - Pre-Launch Activities Complete	0 days	Fri 9/14/12	Fri 9/14/12			1				∲ 9/14				
5	Phase I - Project Implementation Planning	65 days	Wed 8/1/12	Thu 11/1/12			-				-		 1		
5	Task I.1 - Project Kick-Off	42 days	Wed 8/1/12	Fri 9/28/12			-								
7	Kick-Off Meeting	2 days	Wed 8/1/12	Thu 8/2/12			-			,					
8	Organize and attend on-site Kickoff Meeting to identify programmatic goals and core operational guidelines	2 days	Wed 8/1/12	Thu 8/2/12		PM,CEO,COO									
9	Review the Work/Implementation Plan to address program launch risk areas, and expectation and reaction of current FEAs	2 days	Wed 8/1/12	Thu 8/2/12	DPW PPL	PM,LTM			😑 РМ,ЦТМ						
30	Designate sub-group to develop a Communication plan in regard to F/EA Transition processes and procedures	2 days	Wed 8/1/12	Thu 8/2/12					•••						
1	Individuals	2 days	Wed 8/1/12	Thu 8/2/12	DPW PPL	PM,LTM			рм, цтм						
2	Case Managers	2 days	Wed 8/1/12	Thu 8/2/12	· · ·	PM,LTM	-		рм, цтм						
3	Transition Coordinators	2 days	Wed 8/1/12	Thu 8/2/12		PM,LTM	-		🚽 РМ,ЦТМ						
4	Confirm enrollment cut off date for existing F/EA FMS providers	2 days	Wed 8/1/12	Thu 8/2/12		PM,LTM	-		🚽 РМ,ЦТМ						
5	Review FMS Provider Transfer Request/Authorization Form for Batch Transfers	2 days	Wed 8/1/12	Thu 8/2/12		PM,LTM			рм,цтм						
5	Review Common law employer enrollment packet	2 days	Wed 8/1/12	Thu 8/2/12	DPW PPL	PM,LTM	1		🚽 РМ,ЦТМ						
7	Review DCW enrollment packet	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM,LTM	1		рм, цтм						
8	Review Vendor enrollment packet	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM,LTM	1		РМ, ЦТМ						
9	Provide and review the detailed program Transition Plan	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM	1		pm						
0	Establish Commonwealth/PPL sub-groups and meeting schedule to develop/finalize the following documents	2 days	Wed 8/1/12	Thu 8/2/12			-		━━━━						
L	Programmatic Business Rules and Process Flow	2 days	Wed 8/1/12	Thu 8/2/12	DPW PPL	PM,LTM	1		🕳 РМ,ЦТМ						
2	Common law employer orientation	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM,LTM	1		🚽 рм, цтм						
3	Common law employer skills training	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM,LTM	-		РМ, ЦТМ						
4	Orientation and training to CM/SC and Administrative entities on the role and	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM,LTM	1		РМ,ЦТМ						
5	responsibilities of the VF/EA FMS Establish weekly status meeting schedule	2 days	Wed 8/1/12	Thu 8/2/12	DPW PPL	PM			pm						
6	Review customer service policies and procedures to include PPL capacity to provide	2 days	Wed 8/1/12 Wed 8/1/12	Thu 8/2/12		PM	-		🚽 pm						
	translation and interpreter services and track and report incidents/complaints		, -,												
7	Review complaint and grievance policy and procedure	2 days	Wed 8/1/12	Thu 8/2/12		PM	1		🖨 PM 📗 📗						
3	Establish primary contacts at PROMISe for Medicaid Claims testing	1 day	Fri 8/3/12	Fri 8/3/12	DPW PPL	MBM	1		тмвм						
'	Secure a surety bond equal to or greater than the total cost of VF/EA FMS and related services for the VF/EA for one month	16 days	Fri 8/10/12	Fri 8/31/12		CFO				CFO					
	Deliver to the Commonwealth executed performance and payment bonds, each in the sum of three months of estimated annual Agreement amount, with the Commonwealth	16 days	Fri 8/10/12	Fri 8/31/12	PPL	CFO	1			CFO					
												E			
50 51	as the oblige Enter into the OLTL VF/EA FMS Special Provider Agreement	16 days	Fri 8/10/12	Fri 8/31/12	PPL	DFP			: 			E Contraction of the second se		:	

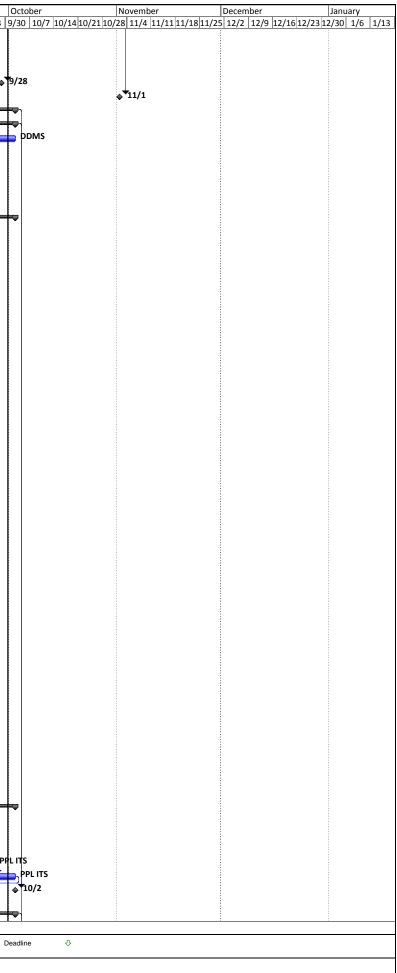
0	Task Name	Duration	Start	Finish	Estimated Response Hours Party			uly 7/1 7/8 7/15 7/22	August	12 8/19 8	September /26 9/2 9/9 9/1	October 6 9/23 9/30 10/7	 ovember 11/4 11/11 11/18	December	/16 12/23 12
- -	Complete and submit to DPW evidence of completed criminal background clearances for	16 days	Fri 8/10/12	Fri 8/31/12	PPL			., <u>, , , , , , , , , , , , , , , , , , </u>		12 8/19 8		<u>, , , , , , , , , , , , , , , , , , , </u>	 <u> </u>	<u>, , , , , , , , , , , , , , , , , , , </u>	., 10 12 23 11
	PPL Staff Obtain and submit to DPW a Federal Criminal History Record from the FBI for PPL staff	16 days	Fri 8/10/12	Fri 8/31/12	PPL	PM	_				PM				
_	who are not PA residents	16 days	E-: 9/10/12	Ex: 0/21/12		PM					- PM				
5	Copy of executed administrative Agreement with DPW	16 days	Fri 8/10/12	Fri 8/31/12 Fri 8/31/12	PPL						PM				
7	Surety Bond Participate in the VF/EA FMA Organization Readiness Review	16 days	Fri 8/10/12 Wed 8/15/12	Fri 8/31/12 Fri 8/17/12	PPL	PIVI	_								
3	Timeframe for preparing enrollment and employment packets and distributing them	3 days	Wed 8/15/12 Wed 8/15/12	Fri 8/17/12	PPL	PM	_			РМ					
>	to new and current individuals and representatives who will become common law employers	3 days	Wed 8/15/12	FII 0/ 17/ 12	FFL	PIVI									
9	Current database modification to meet all requirements of this RFA and the	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM	_			PM					
60	Agreement Staff recruitment and training process and timeline	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM	_			РМ					
51	Modifications to a current call center	3 days	Wed 8/15/12	Fri 8/17/12	PPL					РМ					
52	Modification to a current website	3 days	Wed 8/15/12	Fri 8/17/12	PPL					РМ					
3	Recommended modifications to the current processes used by the Commonwealth for VF/EA FMS organizations	3 days	Wed 8/15/12	Fri 8/17/12	PPL					РМ					
54	Timeframe for computer networks to be installed and tested	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM	_			РМ					
55	Timeframe for Medicaid billing systems to be implemented and tested	, 3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM				РМ					
56	Timeframe for Reporting system and reports to be tested and validated by VF/EA	3 days	Wed 8/15/12	Fri 8/17/12	PPL					РМ					
57	FMS organization and OLTL/PDA/ODP prior to implementation Timeframe for enrolling existing common law employers with the Selected Offeror(s)		Wed 8/15/12	Fri 8/17/12	PPL					PM					
				, ., .,											
58	Develop a quality management system to monitor the requirements of this RFA and the Agreement	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM				PM					
59	Devote sufficient corporate staff to the Readiness Review process	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM			! †	PM					
70	Play an active role in the Readiness Review process and demonstrate progress in an ongoing manner	22 days	Wed 8/15/12	Fri 9/14/12	PPL	PM					PM				
'1	Host regular status meetings with the OLTL/PDA/ODP Readiness Review Team	22 days	Wed 8/15/12	Fri 9/14/12	PPL	PM					PM				
72	Prepare and submit a Corrective Action Plan (if applicable)	1 day	Mon 8/20/12	Mon 8/20/12	PPL	PM				🏅 PM					
73	Review Reporting Requirements and Specifications with the Commonwealth	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM,PPL	ITS		_ ▼						
74	Receive approval from the Commonwealth Grant Administrator on report formats	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM,PPL	ITS			PM,PPL	ITS				
75	Provide an overview PCG Disaster Recovery Plan	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PPL IT	S			PPL ITS					
76	Provide PCG Disaster Recovery Test Schedule and Resources	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PPL IT	S		 †	PPL ITS					
77	Review the PCG contingency plan for operations during an emergency situation	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PPL IT	5			PPL ITS					
78	Review staff recruitment and training process timeline	3 days	Wed 8/15/12	Fri 8/17/12	PPL	PM,BC	М			😑 РМ,ВСК	1				
79	Draft Business Rules and Process Flow Document	13 days	Fri 8/3/12	Tue 8/21/12	PPL	PM				PM					
30	Revise and finalize PPL VF/EA FMS Organizational Policy and Procedures Manual for Pennsylvania	35 days	Fri 8/3/12	Fri 9/21/12	PPL	PM						PM			
1	Present approach PPL will take to establish, capture, document, evaluate and report on core performance metrics relative to the agreement	35 days	Fri 8/3/12	Fri 9/21/12	PPL	PM						PM			
32	Ensure capacity to provide materials in alternate print and languages	35 days	Fri 8/3/12	Fri 9/21/12	PPL	PM						PM			
3 🔳	Supply a month one status report broken down by deliverable status	0 days	Fri 8/31/12	Fri 8/31/12	PPL	PM					♦ 8/31				
34	PA DPW Approvals	33 days	Wed 8/8/12	Mon 9/24/12											
5	DPW to sign off on PPL Welcome Letter copies to FEAs	3 days	Wed 8/8/12	Fri 8/10/12	DPW	ESM			ESN	N					
36	DPW to sign off on Common Law Employer Enrollment Packets	3 days	Wed 8/8/12	Fri 8/10/12	DPW	ESM			ESN						
87	DPW to sign off on DCW Enrollment Packet	3 days	Wed 8/8/12	Fri 8/10/12	DPW	ESM			ESN						
88	DPW to sign off on Vendor Small Unlicensed Provider, and Independent Contractor Payment Packet	3 days	Wed 8/8/12	Fri 8/10/12	DPW	' ESM			test Est	M					
9	DPW to sign off on Communications Plan for F/EA Transition	1 day	Fri 8/10/12	Fri 8/10/12	DPW	PM			🔰 🕇 РМ	ı					
90	DPW to sign off on Business Rules and Process Flow	1 day	Wed 8/22/12	Wed 8/22/12	DPW	PM				👗 PM					
91	DPW to sign off on the final Organizational Policy and Procedures Manual to the Commonwealth in electronic format	1 day	Mon 9/24/12	Mon 9/24/12	PPL	PM						🏅 РМ			
2	Demonstrate all outstanding issues have been addressed	32 days	Wed 8/15/12	Fri 9/28/12	PPL	PM						PM			
93	Task I.1 - Project Kick-Off - Complete	0 days	Fri 9/28/12	Fri 9/28/12							~	9/28			
94	Task I.2 - Operational Infrastructure Development	29 days	Wed 8/1/12	Tue 9/11/12	6,261				÷ T						
95	Develop task matrix defining roles and responsibilities of Financial Operations and Customer Service Staff	9 days	Wed 8/1/12	Mon 8/13/12	PPL	PIPM,	S			PIPM,CS					
6	Establish a dedicated toll-free telephone number with voicemail and call queue capabilities and the capacity to track all communications from any source	9 days	Wed 8/1/12	Mon 8/13/12	PPL	CS			•	cs					
7	Document standard inbound call verification protocol	9 days	Wed 8/1/12	Mon 8/13/12	PPL	CS			•	c s					
18	Configure call queue (e.g. general inquiries, Spanish speaking, after hours VM)	9 days	Wed 8/1/12	Mon 8/13/12	PPL	CS			•	cs					
9	Configure automated triaging of common CS calls (e.g. timesheet receipt)	9 days	Wed 8/1/12	Mon 8/13/12	PPL				· •	cs					
00	Configure IVRA systems (e.g. Hold My Place; You Again)	14 days	Tue 8/14/12	Fri 8/31/12	PPL				⊄		CS				
01	Establish designated DPW PDS Toll Free E-Fax account	14 days	Tue 8/14/12	Fri 8/31/12	PPL	PPL IT	S		! <u> </u> Č		PPL ITS				

ID		ask Name	Duration	Start	Finish		Responsible	1		July	August	12 0/10 2	Ser
02	•	Establish a TTY TDD line	14 days	Tue 8/14/12	Fri 8/31/12	Hours	Party PPL	Initials CS	6/17 6/24	7/1 7/8 7/15 7/22 7	/29 8/5 8/	12 8/19 8/	3/26 9
02		Establish a DPW PDS program-specific email account	14 days	Tue 8/14/12	Fri 8/31/12		PPL	PPL ITS	-			-	P
103		Establish Teleforms fax number for paper based timesheet submittal	14 days	Tue 8/14/12	Fri 8/31/12		PPL	PPL ITS	-			-	P
105		Establish Feretorinis tax homber for paper based timesheet subnitted	14 days	Tue 8/14/12	Fri 8/31/12		PPL	PPL ITS					P
105		Create a UserID/Password and register PA Employer Withholding Account Identification	14 days	Tue 8/14/12 Tue 8/14/12	Fri 8/31/12		PPL	PIPM	-			-	Р
		Number on e-TIDES Internet Filing System to electronically file returns and payments	14 uays	100 8/14/12	1110/31/12		rr L	FIFIVI					
107		File for and receive authorization from the PA Department of Labor and Industry to file state unemployment taxes electronically through the Pennsylvania Unemployment Compensation Management System (UCMS)	10 days	Tue 8/28/12	Tue 9/11/12		PPL	PIPM					
108		Train PPL CS and Financial operations Specialists on program policies and procedures	10 days	Tue 8/28/12	Tue 9/11/12		PPL	PM				+	
		······································		,,									
09		Launch a program-specific website for the DPW PDS Program on PPL Corporate Website	10 days	Tue 8/28/12	Tue 9/11/12		PPL	PPL ITS					
.10		Review written internal controls to monitor the accuracy of the website materials	10 days	Tue 8/28/12	Tue 9/11/12		PPL	PPL ITS				T	
111		Task I.2 - Operational Infrastructure Development - Complete	0 days	Tue 9/11/12	Tue 9/11/12				-				
						2 111			-		: <mark>-</mark>		
112 113		Task I.3 - Funds Management	62 days	Mon 8/6/12	Thu 11/1/12	2,111	PPL	PPL ITS	-		PPL I	т	
13		Establish access to the PROMISe claims processing and management information system	2 days	Mon 8/6/12	Tue 8/7/12		PPL	PPLIIS				13	
.14		Define service invoicing procedures, including schedule, format and file specifications with primary contacts for PROMISe	15 days	Mon 8/6/12	Fri 8/24/12		PPL	MBM				M	ивм
.15		Initiate configuration of PPL Medicaid Billing System (MBS)	61 days	Mon 8/6/12	Wed 10/31/12		PPL	MBM				╺╫╢━━┿	
.16		Bank Accounts	10 days	Mon 8/20/12	Fri 8/31/12				1			₩	
17		Establish a project-specific segregated bank account for the DPW PDS program	10 days	Mon 8/20/12	Fri 8/31/12		PPL	ACM	1				AC
10		service funds	10.1	NA	F.: 0/01/1-		<u></u>		-				
18		Establish a project-specific segregated bank account for the DPW PDS program administrative funds	10 days	Mon 8/20/12	Fri 8/31/12		PPL	ACM					 A(
19		Provide bank account and routing to DPW for electronic payment set up to PPL	10 days	Mon 8/20/12	Fri 8/31/12		PPL	ACM	1				A0
20			10 10.10	Mar 0/20/12	F=: 0/21/12		DDI	A.C.M.	-				AC
20		Set up electronic funds transfer for reimbursement with TABS	10 days	Mon 8/20/12	Fri 8/31/12		PPL	ACM	_				
.21		Establish EFTS account for Federal Tax Deposit	10 days	Mon 8/20/12	Fri 8/31/12		PPL	ACM	_				
22		Submit Test Claims to the PROMISe system	7 days	Wed 10/3/12	Fri 10/12/12		PPL	MBM					
23		Test 5010 837P output file with EDIFECS	7 days	Tue 10/16/12	Wed 10/24/12		PPL	MBM					
24		Complete certification with PROMISe and request to be moved into production status	6 days	Thu 10/25/12	Thu 11/1/12		PPL	MBM					
5		Finalize beginning to end testing, and move entire billing process into production environment	6 days	Thu 10/25/12	Thu 11/1/12		PPL	MBM	-				
26		Task I.3 - Funds Management - Complete	0 days	Thu 11/1/12	Thu 11/1/12								
27		Task I.3 - Initiate Transition Enrollment Activities	39 days	Mon 8/6/12	Fri 9/28/12	2,114							—
28 🔳		Obtain Care Manager/Service Coordinator contact information for trainings	3 days	Fri 8/31/12	Wed 9/5/12		DPW						Ċ
29 🔳		Initiate PPL Customer Service Line	1 day	Fri 9/14/12	Fri 9/14/12		PPL	CS					
30		Confirm paper-based timesheet format (and instructions) for DCWs	1 day	Fri 8/17/12	Fri 8/17/12		PPL	PM				трм	
31		Develop orientation and training to CM/SC and Administrative entities	15 days	Mon 8/6/12	Fri 8/24/12		PPL	ESM				- E:	SM
32		Develop Common Law Employer Orientation materials	15 days	Mon 8/6/12	Fri 8/24/12		PPL	ESM				- E !	SM
33		Develop Employer Skills Training	15 days	Mon 8/6/12	Fri 8/24/12		PPL	ESM			1	- E	SM
34		Initiate Communication plan to individuals, Care Managers/Service Coordinators, FEAs in regard to F/EA Transition processes and procedures	4 days	Thu 9/13/12	Tue 9/18/12		DPW						
35		PPL to distribute F/EA transition policies, procedures, and timeline for participant, common law employer and provider (DCW, Vendor, Small Unlicensed Provider and Independent Contractor) information submission to current F/EA vendors on DPW	4 days	Thu 9/13/12	Tue 9/18/12		PPL	PM					
136		letterhead PPL to distribute Welcome Letter and introduction to PPL services (copies to be sent to	4 days	Thu 9/13/12	Tue 9/18/12		PPL	ESM	-				
	-	current FEAs)							4				
37 🔳		PPL to distribute a communication to Care Managers and Service Coordinators pertaining to protocol for converting service authorizations to PPL with appropriate start dates on DPW Letterhead	3 days	Mon 9/24/12	Wed 9/26/12		PPL	PIPM					
38		PPL to distribute FMA Provider Transfer Request/Authorization Form for Batch Transfers	4 days	Thu 9/13/12	Tue 9/18/12		PPL	PM,PIPM	-				
39 🔳		to current F/EA providers (to include submission deadline)	15 dovr	Tue 0/4/12	Mon 0/24/12		עומרו ומס		-				_
39 🔳 40 🔳	_	Distribute Training schedule and obtain locations/equipment for PPL Orientation and training to CM/SC and Admin entities	15 days	Tue 9/4/12	Mon 9/24/12		PPL DPW	PM,ESM PM,ESM					
+0		Distribute Enrollment Session schedule and obtain locations/equipment for newly enrolling Participants	15 days	Tue 9/4/12	Mon 9/24/12		PPL DPW	FIVI,ESIVI					•
41 🔳	3	Define current FEA payroll period drop dead date and PPL pay period Start Date (Ensure pay-cycles are not overlapping work dates between F/Eas)	5 days	Mon 9/24/12	Fri 9/28/12		PPL DPW	PIPM					
12		PA DPW Approvals	20 days	Mon 8/27/12	Mon 9/24/12								
.43		Receive DPW approval/sign off on PPL payroll calendar	3 days	Thu 9/20/12	Mon 9/24/12		DPW	PIPM					
44		DPW to sign off on paper-based timesheet (and instructions) for DCWs	3 days	Thu 9/20/12	Mon 9/24/12		DPW	ESM					
.45		DPW to sign off on Orientation and training to CM/SC and Admin entities	5 days	Mon 8/27/12	Fri 8/31/12		DPW	ESM				🎁	ES
146		DPW to sign off on Common Law Employer Orientation Materials	5 days	Mon 8/27/12	Fri 8/31/12		DPW	ESM]			🎁	ES
.47		DPW to sign off on Employer Skills Training Materials	5 days	Mon 8/27/12	Fri 8/31/12		DPW	ESM	1		: 1	II 😾	ES

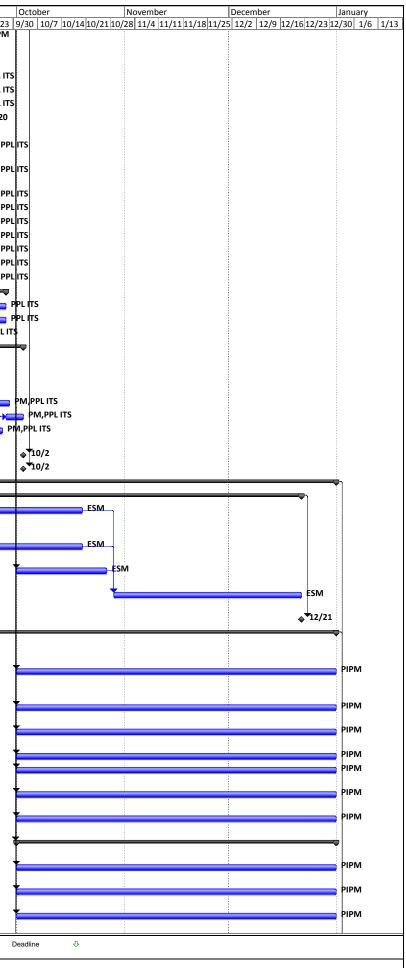
Section II-3, Page 3



0 1	9	date (to include reimbursement method for payments to Direct Care Workers/Service Support Workers and to Independent Contractors for old timesheets and invoice) Task I.3 - Initiate Transition Enrollment Activities - Complete Phase I - Project Implementation Planning - Complete Phase II - Project Design Task I.1.1 - IT Systems and Web Portal System Set Up and Configuration Provide oversight and compliance with the 6D IT Development Framework PA DPW Systems Complete registration for the HCSIS participant information system Complete registration for the SAMS participant information system Complete registration for the EVS system for verifying Medicaid eligibility Establish DPW Web Portal in test environment with capacity to track all PDS related data Payroll System Establish Program(s) Service Matrix Configuration	0 days 0 days 44 days 44 days 44 days 4 days 4 days 4 days 4 days 4 days 4 days	Fri 9/28/12 Thu 11/1/12 Wed 8/1/12 Wed 8/1/12 Wed 8/1/12 Wed 8/1/12 Wed 8/1/12 Wed 8/1/12	Fri 9/28/12 Thu 11/1/12 Tue 10/2/12 Tue 10/2/12 Tue 10/2/12 Mon 8/6/12 Mon 8/6/12	6,184	PPL	PIPM						
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N π	D	Establish Program(s) Service Matrix Configuration	22 days	Wed 8/1/12	Tue 10/2/12					÷				
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69 Configure Common Law Employer Creditial (unindue all required federal Like (unindue allike (unindue all required federal Like (unindue all req	0		13 days	Mon 8/20/12	Thu 9/6/12		PPL	PPL ITS					PPL ITS	
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72 Configure DX/P working (to include VA withholing (fields, CSX Status, I-9 and JX days, Mon 82/0212 Thu 9/6/12 PPL	1	Setup pre-populated Common Law Employer federal and state tax forms for	13 days	Mon 8/20/12	Thu 9/6/12		PPL	PPL ITS			-	-	PPL ITS	
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79 Host wak-through for DPW on profile pages and checklists for UAT 5 days Fri 97/12 Thu 9/13/12 DPU [DPW PPL [DFW												· · ·	i	
80 DPW to sign off on Profile and Checklists pages on Portal 5 days Fri 9/7/12 Thu 9/13/12 DPW Image: Configure Service Priod Structure 11 Budgets/Authorizations 14 days Mon 8/20/12 Fri 9/7/12 PPL PPL This 9/7/12 PPL PPL ITS 13 Configure Individual Service/Spending Plan Authorization Module 14 days Mon 8/20/12 Fri 9/7/12 PPL PPL ITS 14 Configure Spending Plan Luthorization Module 14 days Mon 8/20/12 Fri 9/7/12 PPL PPL ITS 14 Configure Spending Plan Luthorization Module 14 days Mon 8/20/12 Fri 8/31/12 PPL PPL ITS 16 Configure Paper Timesheet and OCR System 10 days Mon 8/20/12 Fri 8/31/12 PPL PPL ITS 18 Configure elimolices 10 days Mon 8/20/12 Fri 8/31/12 PPL PPL ITS 19 Oconfigure elimolices 10 days Mon 8/20/12 Fri 9/7/12 PPL PPL ITS 10 Configure elimolices 10 days Mon 8/20/12 Fri 9/7/12 PPL PPL ITS 19 Configure Admin Invoice <td></td> <td>рг</td> <td>LITS</td>													рг	LITS
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	ask Name	Duration	Start	Finish	Hours	Responsible Party	Resource Initials	July 6/17 6/24 7/1 7/8 7/15 7	August		September	0/1
01	Host Walk-Through of DPW Web Portal	5 days	Mon 9/10/12	Fri 9/14/12			PPL ITS,PM	0/1/ 0/24 //1 //0 //15 //	0 0 0 12	0210 27 0/20	5/2 5/9	PPL
02	DPW to sign off on Web Portal	5 days	Mon 9/10/12	Fri 9/14/12		DPW						
03	Test Enrollment Processing	5 days	Fri 9/14/12	Thu 9/20/12								<u> </u>
04	Test "Good to Go"	5 days	Fri 9/14/12	Thu 9/20/12		PPL	PPL ITS					
)5	Test "Good to Serve"	5 days	Fri 9/14/12	Thu 9/20/12		PPL	PPL ITS					
6	Test User Roles and Accessibility Privleges	, 5 days	Fri 9/14/12	Thu 9/20/12		PPL	PPL ITS					
)7	Promote Web Portal to PROD to support Enrollment Activities	0 days	Thu 9/20/12	Thu 9/20/12								
)8	Test Payroll Processing	15 days	Tue 9/4/12	Mon 9/24/12							₹	
)9	Ensure Federal tax exemptions are accurate based on Circular E tax brackets	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
.0	Ensure State tax exemptions are accurate based on State income tax withholding	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
	tables											
1	Ensure Federal, State and FICA tax exempt status is functional	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
2	Ensure FUTA withholding is calculated at appropriate percentage	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					-
	Ensure SUTA withholdings are accurate based on experience rating	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
4	Ensure Social Security taxes are not calculated above threshold	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
;	Run test payroll for paper checks	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
	Run test payroll for EFTs	15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
·	Test voiding and reissuing checks	, 15 days	Tue 9/4/12	Mon 9/24/12		PPL	PPL ITS					
	Test Remaining Portal Functionality	5 days	Fri 9/21/12	Thu 9/27/12								T
)	Test Authorizations	5 days	Fri 9/21/12	Thu 9/27/12		PPL	PPL ITS					
	Test Timesheets and Invoices	5 days	Fri 9/21/12	Thu 9/27/12 Thu 9/27/12		PPL	PPL ITS					
						PPL	PPL ITS PPL ITS				↓	
	Test Billing	10 days	Mon 9/10/12	Fri 9/21/12		PPL	rrL115					
	Test Reporting	42 days	Fri 8/3/12	Tue 10/2/12		501						Г
	New Hire Report	1 day	Fri 8/3/12	Fri 8/3/12		PPL	PM,PPL ITS		TPM,PPL TS		~	
	Monthly Utilization Reports	4 days	Wed 8/15/12	Mon 8/20/12		PPL	PM,PPL ITS		Ě	PM,PPL IT		
	Monthly Reports	10 days	Fri 8/17/12	Thu 8/30/12		PPL	PM,PPL ITS		<u>ب</u>) [[]	PM, PPL ITS	
	Quarterly Reports	10 days	Mon 9/17/12	Fri 9/28/12		PPL	PM,PPL ITS				l	•
	Annual Reports	3 days	Fri 9/28/12	Tue 10/2/12		PPL	PM,PPL ITS					
	Provide the Commonwealth Grant Administrator with a Relationship Diagram for the facilitation of ad hoc reporting	1 day	Wed 9/26/12	Wed 9/26/12		PPL	PM,PPL ITS					
	Task II.2 - Payroll Systems Testing and Final Web Portal Configuration - Complete	0 days	Tue 10/2/12	Tue 10/2/12								
	Phase II - Project Design - Complete	0 days	Tue 10/2/12	Tue 10/2/12								
	Phase III - Project Implementation	78 days		Mon 12/31/12								_
	Task III.1 - Initiate Enrollment Activities for New Enrollees	62 days	Fri 9/21/12	Fri 12/21/12							-	l
-	Conduct trainings/orientations for Care Managers/Service Coordinators and admin	20 days	Fri 9/21/12	Fri 12/21/12 Fri 10/19/12		PPL	ESM					
	entities in regard to PPL Services and the F/EA Transition processes and procedures per agreed upon schedule	20 00 43	111 3/21/12	111 10/ 13/ 12			Low					
	Conduct trainings for Care Managers/Service Coordinators and admin entities on the DPW Web Portal per agreed upon schedule	20 days	Fri 9/21/12	Fri 10/19/12		PPL	ESM					
,	Provide Enrollment sessions and Common Law Employer orientation for newly enrolling participants per agreed upon schedule	19 days	Mon 10/1/12	Fri 10/26/12		PPL	ESM					
	Provide additional support through CS, Web-Ex trainings and conference calls	37 days	Mon 10/29/12	Fri 12/21/12		PPL	ESM					
	Task III.1 - Initiate Enrollment Activities for New Enrollees - Complete	0 days	Fri 12/21/12	Fri 12/21/12								
	Task III.2 - Enrollment Processing of Transitioning Common Law Employers	78 days	Thu 9/6/12	Mon 12/31/12	15,733						*	—
	Create a Participant file to maintain all transitioning common law employer tax and	1 day	Thu 9/6/12	Thu 9/6/12		PPL	PIPM				🔋 PIPM	
	programmatic enrollment documentation Work with the current F/EA's to ensure the timely submission of Participant	61 days		Mon 12/31/12		PPL	PIPM					
	Demographics information per defined transition protocol and documentation requirements											
	Complete IRS Form 8822, Change of Address, process as appropriate & retain copy in file. Update residency Certification Form with the new PSD Code	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	Receive copy of the IRS Notice CP 575 G, Assignment of Employer Identification Number to PPL	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	Submit a new Form 8821 Tax Information Authorization	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	Submit new agent appointment on IRS Form 2678, Agent/Payer Authorization for the	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	transferred consumer.											
	Record Participant/DCW FICA/FUTA/SUTA liability status in the PPL Web Portal	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	Receive information related to participant's state unemployment tax withholding accounts	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	Transition existing workers compensation policies to the PPL national group policy by taking the following actions:	61 days	Mon 10/1/12	Mon 12/31/12								
	PPL will create a policy cancellation document that will be signed by the common law employer and the PPL POA	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	PPL will submit cancellation documentation to the current insurance provider and process premium refunds	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					
	PPL will place refunds into a WC refund account for the client to cover premium payments the new policy	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM					



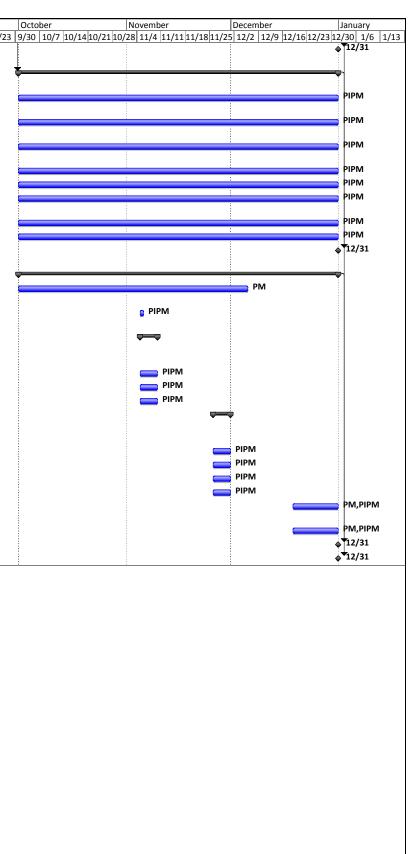
ID		Task Name	Duration	Start	Finish		Responsible	Resource		otember
	0					Hours	Party	Initials	6/17 6/24 7/1 7/8 7/15 7/22 7/29 8/5 8/12 8/19 8/26 9/	/2 9/9 9/16 9/23
251		Task III.2 - Enrollment Processing of Transitioning Common Law Employers - Complete	0 days	Mon 12/31/12	Mon 12/31/12					
252		Task III.3 - Enrollment Processing of Transitioning DCW, Vendor, Small Unlicensed	61 days	Mon 10/1/12	Mon 12/31/12	12,799				7
		Provider and Independent Contractor								
253		Create a transitioning DCW, Vendor, SUP and IC file to maintain all tax	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM		
		related/enrollment documentation								
254		Current FMS provides PPL with DCW/IC/AG/SUP demographics (to include unique	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM		
255	_	identifier) Receive DCW documentation and data per defined FE/A transition process and	61 days	Map 10/1/12	Mon 12/31/12		PPL	PIPM		
255		procedure	61 days	WOT 10/1/12	101011 12/31/12		PPL	PIPIVI		
256	-	Receive confirmation that DCWs reported to New Hire reporting agency	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM		
257	-	Record DCW filing status and exemptions in the PPL Web Portal	61 days		Mon 12/31/12		PPL	PIPM		
258		Receive DCW(s) holds, garnishments and tax levy state documentation (if applicable)	61 days		Mon 12/31/12		PPL	PIPM		
200			01 00,5							
259	1	Verify accuracy and keep W-9s in the Vendors/Contractors files	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM		
260		Obtain missing TINs directly from Contractors	61 days	Mon 10/1/12	Mon 12/31/12		PPL	PIPM		
261		Task III.3 - Enrollment Processing of Transitioning DCW, Vendor, Small Unlicensed	0 days	Mon 12/31/12	Mon 12/31/12					
		Provider and Independent Contractor - Complete								
262		Task III.4 - Transition DCW Payment Processing	61 days	Mon 10/1/12	Mon 12/31/12	2,332				c.
263		Receive Updated Authorization in electronic format with new service date to coincide with first pay period start date	44 days	Mon 10/1/12	Wed 12/5/12		PPL	PM		
264		Post information pertaining to the Payment Processing Transition on PPL Website	1 day	Mon 11/5/12	Mon 11/5/12		PPL	PIPM		
265		Distribute first notification to common law employers, DCWs, vendor and	5 days	Mon 11/5/12	Fri 11/9/12					
		independent contractors in regard to Payment Processing Transition in various								
	_	formats to include:								
266		PPL payroll schedule	5 days		Fri 11/9/12		PPL	PIPM		
-		Cut off date for timesheet submission to prior F/EA	5 days		Fri 11/9/12		PPL	PIPM		
268	II	Pending Payment and Late Timesheet resolution process	5 days		Fri 11/9/12		PPL	PIPM		
269		Distribute second notification to common law employers, DCWs, vendor and	5 days	Mon 11/26/12	Fri 11/30/12					
		independent contractors in regard to Payment Processing Transition in various formats to include:								
270	T	PPL payroll schedule	5 days	Mon 11/26/12	Fri 11/30/12		PPL	PIPM		
		Cut off date for timesheet submission to prior F/EA	5 days		Fri 11/30/12		PPL	PIPM		
272		Pending Payment and Late Timesheet resolution process	5 days				PPL	PIPM		
		PPL Paper-Based Timesheet	5 days		Fri 11/30/12		PPL	PIPM		
273		Exchange information regarding pending timesheets/invoices	8 days		Mon 12/31/12		PPL	PM,PIPM		
2/4			0 udys		1011 12/ 51/ 12			,		
275		Forward a record of valid but unpaid t/s and invoices to PPL	8 days	Wed 12/19/12	Mon 12/31/12		PPL	PM,PIPM		
276		Task III.4 - Transition DCW Payment Processing - Complete	0 days	Mon 12/31/12	Mon 12/31/12	1				
277		Phase III - Project Implementation - Complete	0 days	Mon 12/31/12	Mon 12/31/12					

Project: PA DPW Date: Thu 6/14/12 Task

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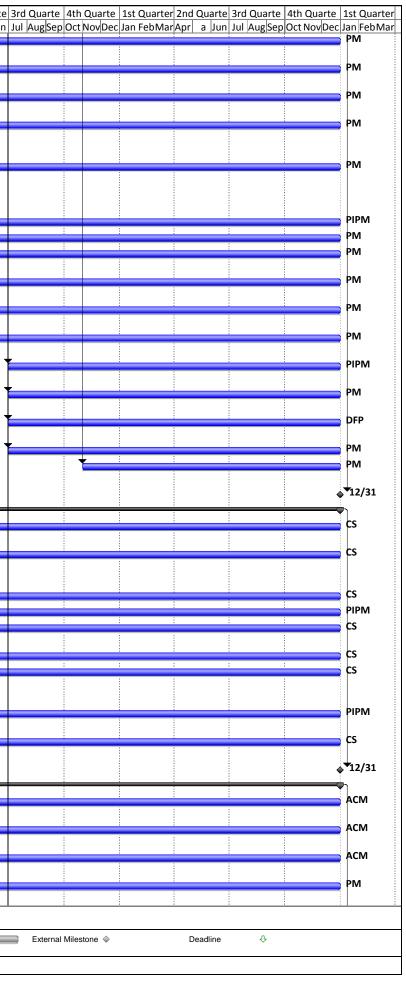
Summary Project

Project Summary External Tasks External Milestone ♦



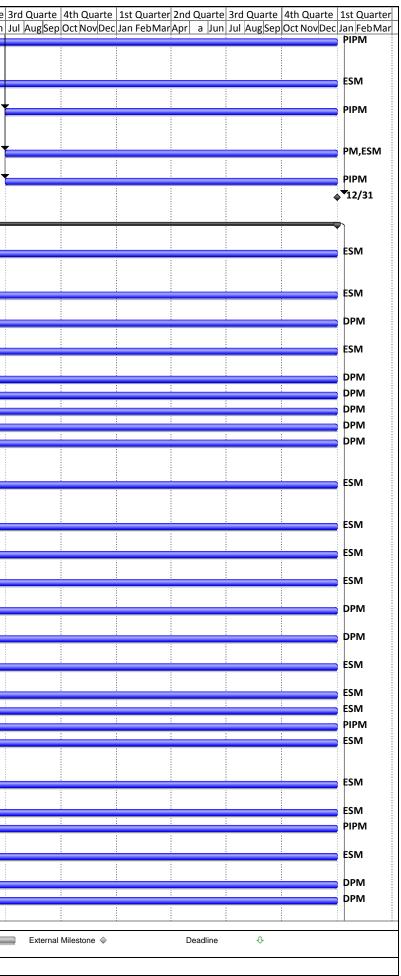
70 Photo 6- degregation Photo 6- degregat	ID	Task Name	Duration	Start	Finish E	Estimated Hours	Responsible Party									te 4th Quarte	
1000 0.00000000000000000000000000000000000	278	Phase IV - Ongoing Operations	602 days	Fri 8/31/12	Wed 12/31/14	TIOUIS	Faily	IIIItidis			V Dec 12		Sepocri				
In Oppose a submer 1 (b) of all standards allow al	79	Task IV.1 - Program Management	602 days	Fri 8/31/12	Wed 12/31/14	21,762							 		 		ו
Image:	30	Commence ongoing F/EA FMS services effective 10/1/2012 for new enrollees	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PM		╈╽╽	:		:				РМ
Image: constraints or the subject of the starts o	31	Procedure 70-6, 1970-1 C.B. 420, and IRS REG- 137036-08 and any other future revenue	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PM		*							РМ
3 Dure programmentations and regressional water are ord by migraphical minipage of the same productional to the same productin the same productional t	2	individuals (and representative when applicable) enrolled in the waivers or state-funded	582 days	Mon 10/1/12	Wed 12/31/14		PPL	РМ		+							РМ
Image: Second	3	Ensure program participants and representatives are served by engaged\qualified staff	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PM		*							РМ
1 Usure 3 protocol scatting of the project or moving sponsite transmit 92.40 Mode	84		582 days	Mon 10/1/12	Wed 12/31/14		PPL	PM		+							РМ
pick to submit polycit responsibilities pick to submit polycin polycin polycit responsibilities pick to subm	85		582 days	Mon 10/1/12	Wed 12/31/14		DPW	PM		*							РМ
Object Signed	86	prior to assuming project responsibilities					PPL	PM									РМ
outspice control HibrA source Assource		Organizations, AEs, and Commonwealth as necessary															РМ
issuerry and confidentiality and output free free function individuals receiving Medical avaner. 552 days. Mon 101/122. Wed 12/31/24. PR. PM. 20 Able by yeter of the internation handling and sharing. 552 days. Mon 101/122. Wed 12/31/24. PR. PM. 21 Convert ongoing compliance with IPDA standards and guideline in all backets. 552 days. Mon 101/122. Wed 12/31/24. PR. PM. 23 Convert ongoing compliance with IPDA standards and guideline in all backets. 552 days. Mon 101/122. Wed 12/31/24. PR. PM. 44 Conduct regular Science Committee. Meetings and manage. 652 days. Mon 101/122. Wed 12/31/24. PR. PM. 55 Suppha see staff diverse control for Mon 2011COUP and PDA as requires and diverse status. 652 days. Mol 12/31/24. PR. PM. 56 Suppha see staff diverse status. 652 days. Fri 8/31/22. Wed 12/31/24. PR. PM. 57 Suppha see staff diverse status. 652 days. Fri 8/31/22. Wed 12/31/24. PR. PM. 58 Bays. Mon 10/2/20. Wed 12/31/24. PR. PM. PM. PM.		confidentiality of information and HIPAA Business Associate Language provided by															
government agendes over 1000 government agendes over 1000 government agendes over 1000 government agendes over 1000 government agendes government		security and confidentiality of information individuals receiving Medicaid waiver															PM
22 Frome enging compliance with HPAA standards and guidelines in all business 52 days Wen 10/1/12 Wen1		government agencies								+							РМ
131 Prepare and distribute Monthly financial exports to common law employers: Arequired 582 day Mon 10/1/2 Wed 12/31/4 PPL PPIM 14 Conduct regular Stering Committee Meetings and manage the execution of all required, required, required and eleverable 602 day F fi 8/31/2 Wed 12/31/4 PPL PM 15 Supply a mothy status report hore down by deleverable status 602 day F fi 8/31/2 Wed 12/31/4 PPL PM 16 Prepare and submit a witten progres report by the tenth of the moth or more frequently, are requested 602 day F fi 8/31/2 Wed 12/31/4 PPL PM 17 F fisure standard reports and delevables are made on the agreed upon schedule 602 day F fi 8/31/2 Wed 12/31/4 PPL PM 18 Meet all reports requirements to source the Commonebil that W/FLA for and table status and labor labor 560 day Thu 11/1/2 Wed 12/31/4 PPL PM 19 Delever D11//PDA/ODP reports vis FIP using DPW's e-gov application (or other secure top 560 day Mun 11/2/12 Wed 12/31/4 PPL PM 10 Monotor the securary of the matter specific weights 550 day Mun 11/2/12 Wed 12/31/4 PL PM		Ensure ongoing compliance with HIPAA standards and guidelines in all business								+							РМ
44 Conduct regular Steering Committee Meetings and manage the execution of all 602 days Fri 8/31/2 Wed 12/31/4 PPL PM 55 Supply a monthly status report broken down by deliverable status 602 days Fri 8/31/2 Wed 12/31/4 PPL PM 66 Prepare and submit a written progress report by the tenh of the month or more fri 8/31/2 Wed 12/31/4 PPL PM 77 Ensure standard reports and deliverables are made on the agreed upon schedule 602 days Fri 8/31/2 Wed 12/31/4 PPL PPM 88 Meetal reporting requirements to assure the Commonwealth that VF/LA FMS are being provided in complanee with federal, state and local taxes and loc	93	Prepare and distribute Monthly financial reports to common law employers; Administrative Entity; Care Managers/Service Coordinators; OLTL;ODP; and PDA as	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PIPM		₩							PIPM
96 Proprie and submit a written progress report by the tenth of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently, as requised of the month or more for requirently with the WFLA FMS are being provided in compliance with federal, state and lack laws 602 days Fri 8/31/12 Wed 12/31/14 PPL PPM 97 Deliver OLTL/PDA/ODP reports via FTP using DPW's e-gov application (or other secure for the materials on the website for program participants 56 days (Mon 11/26/12) Wed 12/31/14 PPL PPM 99 Deliver OLTL/PDA/ODP reports via FTP using DPW's e-gov application (or other secure for the materials on the website 521 days Wed 12/31/14 PPL PPM 01 Monitor the accuracy of the materials on the website 521 days Wed 12/31/14 PPL PPM 03 Ensure Monthly Utilization Reports are pipelice to prohibit multihorized access, copying and/or othigm store on the monte or molecular and with a splicable and obtain DPM sign of on changes) S11 days Wed 12/31/14 PPL PM 04 Maintain the Organization Procedures Manal to ensure compliance with current policies and procedures on all PMS responsibilities (update annualty or as applicable and obtain DPM sigor of on changes)	94	Conduct regular Steering Committee Meetings and manage the execution of all	602 days	Fri 8/31/12	Wed 12/31/14		PPL	PM	+								РМ
i frequently, as requested frequently, as requested <t< td=""><td>5</td><td>Supply a monthly status report broken down by deliverable status</td><td>602 days</td><td>Fri 8/31/12</td><td>Wed 12/31/14</td><td></td><td>PPL</td><td>PM</td><td></td><td></td><td></td><td></td><td></td><td></td><td> </td><td></td><td>РМ</td></t<>	5	Supply a monthly status report broken down by deliverable status	602 days	Fri 8/31/12	Wed 12/31/14		PPL	PM							 		РМ
Meetall reporting requirements to assure the Commonwalth that VF/FA FMS are being provided in compliance with federal, state and load taxes and labor laws 560 days Thu 11/1/12 Wed 12/31/14 PPL PIPM P Deliver OLTL/PD//ODP reports via FTP using DPW's e-gov application (or other secure 560 days Thu 11/1/12 Wed 12/31/14 PPL PIM Monitor the accuracy of the materials on the DPW PDS specific website 521 days Wed 12/31/14 PPL PM Maintain the Organization of the program participants 510 days Wed 12/31/14 PPL PM Maintain the Organization of the program participants 521 days Wed 12/31/14 PPL PM Maintain the Organization of IFMS reports are supplied to program participants 521 days Wed 12/31/14 PPL PM Maintain the Organization on during work on the project 521 days Wed 12/31/14 PPL PM Maintain the Organization on all FMS reports part dynamethy in authorized access, copying and/or as applicable and pocific program and/or as applicable and pocific program and/or as applicable and pocific program participants 521 days Wed 12/31/14 PPL PM Maintain aggregate INS Forms 941 documentation, Schedule B, IRS form 521 days Wed 12/31/14 PPL PM Ma	16		602 days	Fri 8/31/12	Wed 12/31/14		PPL	PM									РМ
9 Deliver OLTL/PDA/ODP reports via FTP using DPW's e-gov application (or other secure ftp) 560 days Thu 11/1/12 Wed 12/31/14 PPL PM 0 Ensure Monthly Ulization Reports are supplied to program participants 546 days Mon 11/26/12 Wed 12/31/14 PPL PPM 1 Monitor the accuracy of the materials on the DPW PDS specific website 521 days Wed 12/31/14 PPL PM 2 Ensure adequate measures are in place to prohibit unauthorized access, copying and/or distribution of information during work on the project aswell as upon project compliance with current protect on share of the project aswell as upon project compliance with urrent obtain DPW sign off no changes) 521 days Wed 12/31/14 PPL PM 5 Consume adequate measures are in place to prohibit unauthorized access, copying and/or obtain DPW sign off no changes) 521 days Wed 12/31/14 PPL PM 5 Consume adequate measures are in place to prohibit unauthorized access, copying and/or obtain DPW sign off no changes) 521 days Wed 12/31/14 PPL PM 5 Consume adequate measures are in place to prohibit unauthorized access, copying and/or obtain DPW sign off no changes) 521 days Wed 12/31/14 PPL PM 6 Maintain aggregate RIS Forms 941 documentation, Schedule B, RIS Form 941 Access and monowealth Grant Administrator with a problem identification report 921 days Wed 12/31/14 PPL PM 7 Maintain aggregate RIS Forms 941 documentation as well as federal tax withholding and 521 days Wed 12/31/34 Wed 12/31/4 PPL PM 7<																	PIPM
ftp) c	8		560 days	Thu 11/1/12	Wed 12/31/14		PPL	PIPM									PIPM
1 Monitor the accuracy of the materials on the DPW PDS specific website 521 days Wed 1/2/13 Wed 12/31/14 PPL PM 2 Ensure proper disposal of both hard and electronic working copies of information during work on this project as well as upon project completion S21 days Wed 1/2/13 Wed 12/31/14 PPL PM 3 Ensure adequate measures are in place to prohibit unauthorized access, copying and/or distribution of information during work on the project S21 days Wed 1/2/13 Wed 12/31/14 PPL PM 4 Maintain the Organization Procedures Manual to ensure compliance with current obtain DPW sign off on changes) S21 days Wed 1/2/13 Wed 1/2/13 Wed 1/2/13 PPL PM 6 Provide the Commonwalth Grant Administrator with a problem identification report of s21 days Wed 1/2/13 Wed 1/2/13 Wed 1/2/14 PPL PM 6 Maintain aggregate IRS Forms 941 documentation, Schedule B, IRS Form of 941.X (as appropriate) and FICA filing back-up for each common law employer and DCW in the VF/EA Organization File S21 days Wed 1/2/13 Wed 1/2/13 Wed 1/2/14 PN Wed 1/2/14 PIL PM Wein the VF/EA Organization File Med 1/2/14 Wein 1/2/13 Wein 1/2/14 PIL PM Wein the VF/EA Organization File <td>9</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>PPL</td> <td>PM</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>РМ</td>	9						PPL	PM									РМ
1 Monitor the accuracy of the materials on the DPV PDS specific wester 521 days Wed 1/2/13 Wed 1/2/14 PPL PM 2 Ensure proper disposal of both hard and electronic working copies of information during work on this project as well as upon project completion 521 days Wed 1/2/13 Wed 1/2/14 PPL PM 3 Ensure adequate measures are in place to prohibit unauthorized access, copying and/or distribution of information during work on the project 521 days Wed 1/2/13 Wed 1/2/14 PPL PM 4 Maintain the Organization Procedures Manual to ensure compliance with current obtain DPW sign off on changes) 521 days Wed 1/2/13 Wed 1/2/14 PPL PM 5 Provide the Commonwealth Grant Administrator with a problem identification report on an as needed basis 521 days Wed 1/2/13 Wed 1/2/14 PPL PM 6 Maintain aggregate IRS Forms 941 documentation, Schedule B, IRS Form of 41. (ca appropriate) and FICA filing back-up for each common law employer and DCW in the VF/EA Organization File S21 days Wed 1/2/13 Wed 1/2/13 Wed 1/2/14 PPL PM 7 Maintain aggregate FICA payment documentation as well as federal tax withholding and 521 days Wed 1/2/13 Wed 1/2/13 Wed 1/2/13 Wed 1/2/14 PPL PM<													 				PIPM
2 Ensure proper disposal of both hard and electronic working copies of information during point completion \$21 days Wed 1/2/13 Wed 1/2/13 PPL PM 3 Ensure adequate measures are in place to prohibit unauthorized access, copying and/or distribution of information during work on the project \$21 days Wed 1/2/13								PM			_		 :	:	 		РМ
distribution of information during work on the project i		work on this project as well as upon project completion										, ,					PM
policies and procedures on all FMS responsibilities (update annually or as applicable and obtain DPW sign off on changes) 5 5 5 6 6 7 Maintain aggregate FICA payment documentation as well as federal tax withholding and 521 days 6 7		distribution of information during work on the project										,					
Image: second on an as needed basis Image: second on an as nee	4	policies and procedures on all FMS responsibilities (update annually or as applicable and	521 days	wea 1/2/13	wea 12/31/14		PPL	PIM									
941-X (as appropriate) and FICA filing back-up for each common law employer and DCW in the VF/EA Organization File Image: Common law employer and DCW in the VF/EA Organization File 7 Maintain aggregate FICA payment documentation as well as federal tax withholding and 521 days Wed 1/2/13 Wed 1/2/13 PPL PM		on an as needed basis						PM									РМ
	16	941-X (as appropriate) and FICA filing back-up for each common law employer and DCW	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PM									РМ
	07	Maintain aggregate FICA payment documentation as well as federal tax withholding and the individual level tax payment detail for each DCW in the VF/EA Organization File	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PM									РМ

ID	0	Task Name	Duration	Start	Finish	Estimated Hours	Responsible Party	Resource Initials	rte 3rd Quar Jun Jul Aug S					
308		Maintain aggregate FICA refund documentation and the individual-level detail in the VF/EA Organization File	521 days	Wed 1/2/13	Wed 12/31/14		Party PPL	PM						
309		Maintain aggregate files of IRS Form 940 and Schedule R and the individual FUTA filing	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PM				-		_
310		back-up for each common law employer in the VF/EA Organization File Maintain aggregate FUTA payment documentation and the individual-level payment detail for each common law employer in the VF/EA Organization File	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PM				+		_
311		Maintain records of all communications with federal, state and local tax, labor and workers' compensation coverage and with DPW, OLTL/PDA/ODP, CM/SCs and AE as	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PM				-		
312		applicable Establish and review internal performance standards to evaluate effectiveness & efficiency of operations (timeliness and accuracy of payment, customer service, complaints, satisfaction, non-provision of services)	479 days	Fri 3/1/13	Wed 12/31/14		PPL	РМ	-					_
313		Prepare and submit all Quarterly and Annual Status Reports	458 days	Mon 4/1/13	Wed 12/31/14		PPL	PIPM						
314		Organize and host a quarterly Advisory/Grievance Committee meeting	458 days				PPL	PM					+	
315		Participate VF/EA FMS Organization Performance Review with sufficient staff to facilitate the process	458 days				PPL	PM						
316		Play an active role in the Performance Review process and demonstrate progress in an ongoing manner	458 days	Mon 4/1/13	Wed 12/31/14		PPL	PM					†	_
317		Prepare a corrective action plan and address all outstanding issues identified during the Performance Review	458 days	Mon 4/1/13	Wed 12/31/14		PPL	PM						_
318		Host regular status meetings with the OLTL/PDA/ODP Performance Review Team	458 days	Mon 4/1/13	Wed 12/31/14		PPL	PM					†	_
319		Ensure semi-annual orientation and training to CM/SC and Administrative entities on the role and responsibilities of the VF/EA FMS	393 days	Mon 7/1/13	Wed 12/31/14		PPL	PIPM						F
320		Ensure criminal background checks are completed on an annual basis for any PPL employee or sub-contractor performing work on the project	393 days	Mon 7/1/13	Wed 12/31/14		PPL	PM						F
321		Maintain business licensure in the state of PA; surety bond; registration as a Medicaid Provider and OLTL VF/EA FMS Special Provider Agreement	393 days	Mon 7/1/13	Wed 12/31/14		PPL	DFP						
322		Administer annual common law employer satisfaction survey	393 days	Mon 7/1/13	Wed 12/31/14		PPL	PM						
323		Develop and implement a corrective action plan based on the results of the annual common law employer satisfaction survey	304 days				PPL	PM						
324		Task IV.1 - Program Management - Complete	0 days											
325		Task IV.2 F/EA FMS Customer Service	582 days			33,907				••••				
326		Provide Customer Service that is accurate, timely, family friendly and reflect the principles of self determination	582 days				PPL	CS						
327		Provide Customer Service during the business hours of 8:30 am to 5:00 pm EST/EDT (and in accordance with the DPW 37.5 hr work week) with a VM box for after hours	582 days	Mon 10/1/12	Wed 12/31/14		PPL	CS						
328		Respond to all participant calls within one business day of receipt of call	582 days	Mon 10/1/12	Wed 12/31/14		PPL	CS						_
329	ĺ	Follow up on missing paperwork within 24 hours of receipt	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PIPM						_
330		Provide translation services (e.g. American Sign language) and services for persons with limited English proficiency	582 days				PPL	CS					_	_
331		Provide bi-lingual and TTY customer service as required	582 days				PPL	CS					_	
332		Ensure responses to all program participant communications are made within 1 business day and complaints/grievances are responded to within 2 business days	582 days	Mon 10/1/12	Wed 12/31/14		PPL	CS						
333		Ensure overuse of DCW hours is reported to entity responsible for authorizing ISP services	568 days	Mon 10/22/12	Wed 12/31/14		PPL	PIPM					_	_
334		Contact CM/SC of any participant who does not submit a timesheet or invoice for two or more consecutive payroll periods	573 days	Mon 10/15/12	Wed 12/31/14		PPL	CS					_	_
335		Task IV.2 - F/EA FMS Customer Service	0 days											
336		Task IV.3 - Finance Management	582 days							₹ ††			—	-+
337		Maintain bank account activity reports in compliance with Commonwealth requirements (to included monthly activity detail)	582 days				PPL	ACM					—	-
338		Ensure Commonwealth funds are never co-mingled with other program account funds	582 days				PPL	ACM						
339		Ensure payments to the PPL national group workers' compensation provider on behalf of all enrolled common law employers	582 days				PPL	ACM					—	+
340		Ensure Commonwealth funds are managed accurately and reported on in a timely manner in compliance will all federal and state requirements	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PM						
	PA DPW		Mileston	ne 🔶	Summary			Project Sumn	ary		Fxte	ernal Tasks		_
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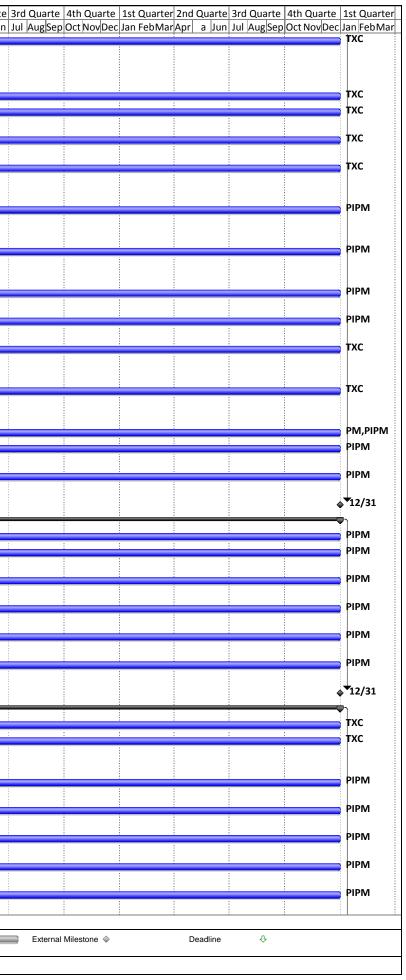
	Duration	Start	Finish	Estimated Responsible Hours Party		rte 3rd Quarte 4 Jun Jul AugSep (th Quarte 1st (ct Nov Dec Jan I	
m monthly reconciliation of the bank balance to the general ledger and reconcile nts advanced by DPW	541 days	Mon 12/3/12	Wed 12/31/14	PPL	ACM	Sau sai magbeh (ייקיין מין עוו	Tan Magber			יאין מ µuil	Jui rugjochiO		
ee fiscal year end reconciliation of paid and billed services to determine if a ursement to the Commonwealth is due	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ACM											ACI	VI
urse the Commonwealth for any funds remaining in the separate bank account naging participant directed funds at the end of the state fiscal year	393 days	Mon 7/1/13	Wed 12/31/14	PPL	ACM					·						ACI	v
- Finance Management - Complete	0 days	Wed 12/31/14	Wed 12/31/14													♦ ⁺ 12	/31
- Enrollment Processing of New Participants/Common Law Employers	582 days		Wed 12/31/14	45,567													
ish and maintain a file for each common law employer to maintain all tax d/enrollment documentation	582 days		Wed 12/31/14	PPL	APM												M
e compliance with existing or new applicable regulations, requirements, ards, directives, statutes issued by the Commonwealth and for Federal and local aments that take effect during the Agreement period	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ESM											ESN	л
oute common law employer enrollment packets to include pre-populated IRS SS-4; 2678; 2848; 8821; Form PA UC-884 and Form PA-100	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ESM											ESN	Λ
t executed IRS Form SS-4 to apply for and obtain an EIN for each newly enrolled on law employer	582 days		Wed 12/31/14	PPL	PIPM												M
t executed IRS Form 2678 to establish PPL as the Agent of the common law yer to withhold and file employer and employee taxes	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											· · ·	M
t executed IRS Form 2848 to establish limited power of attorney for PPL to sign rly and annual tax withholdings reports	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											PIP	M
t executed IRS Form 8821 to allow PPL to discuss the common law employer olding account with the IRS and sign employer tax reports	582 days		Wed 12/31/14	PPL	PIPM												M
n executed PA Department of Labor and Industry Form PA UC-884 from each on law employer	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											PIP	M
er common law employers for SUI taxes with the PA DOL and Industry using form 0 and maintain the PA Employer UC Account ID in the common law employer file	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											PIP	M
a PA Employer Withholding Account ID for SIT purposes	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM							:				PIP	M
ish and maintain in an accurate, secure and confidential manner, all current and ed files and executed common law employer tax registrations, IDs and revocation nentation at the established PPL office in the Commonwealth (including IRS Ltr	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											PIP	M
e and maintain participants individual Service Plans (HCSIS/SAMS) and Spending (CM/SC for OLTL and PDA)	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM											PIP	M
d Participants Individual Service Spending Plan information in the Web Portal	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ESM											ESN	Л
TL only, have a process for determining when a participant is admitted to a g facility or hospital and the length of stay	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ESM											ESN	Λ
t newly enrolled common law employers information to PPL WC Vendor to e national group policy coverage	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ESM											ESN	1
e wage verification to PPL WC Vendor to determine qualified DCW's benefit	561 days	Wed 10/31/12	Wed 12/31/14	PPL	ESM											ESN	Л
e orientation and skills training based on the standard curriculum developed by PDA/ODP to individuals and representatives acting as common law employers	561 days	Wed 10/31/12	Wed 12/31/14	PPL	ESM											ESN	Л
e ongoing skills training to common law employers using a standard curriculum aterials that are pre-approved by the Commonwealth Grant Administrator	561 days	Wed 10/31/12	Wed 12/31/14	PPL	ESM											ESN	Λ
ain copies of state unemployment insurance deposits and correspondence in each on law employer's file	n 561 days	Wed 10/31/12	Wed 12/31/14	PPL	PIPM											PIP	М
ain copies of proof payments and any additional correspondence in each commor nployer's file	n 561 days	Wed 10/31/12	Wed 12/31/14	PPL	ESM											ESN	Л
ain copies of local earned income tax withholding and applicable local service tax ciliation forms and correspondence in each common law employer's file	561 days	Wed 10/31/12	Wed 12/31/14	PPL	PIPM											PIP	M
ee the completion of a common law employer satisfaction survey 60 days after ment and annually	541 days	Mon 12/3/12	Wed 12/31/14	PPL	ESM		$\ \ $									ESN	Л
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372 Maintain copies of the federal copy of forms W-2 and related documentation in each gaster with 000 St factors 200 St fact		Collect and process USCIS Form I-9 for all prospective DCWs, vendors and small	582 days	Mon 10/1/12	Wed 12/31/14		PPL	DPM		-					
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394 Process direct deposit of qualified DCWs payroll checks as requested; 582 days Mon 10/1/12 Wed 12/31/14 PPL PIPM 395 Deposit state income tax withholding for non PA resident DCWs, as appropriate and maintain copies of filings, payments and correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 396 Maintain copies of non PA resident DCW state income tax withholding payments and correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 397 Maintain copies of the EIT and LST forms and any additional correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 398 Maintain copies of poof payments and any additional correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 399 Maintain copies of judgments, garnishments, tax levies, and other related hold documentation in qualified DCWs file 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 400 Process and submit to the IRS Form SS-8 when applicable 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through t		Maintain copies of direct deposit documentation in qualified DCWs files	582 days	Mon 10/1/12	Wed 12/31/14		PPL	ESM							
395 Deposit state income tax withholding for non PA resident DCWs, as appropriate and maintain copies of filings, payments and correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM Image: Correspondence in each qualified DCWs file 396 Maintain copies of non PA resident DCW state income tax withholding payments and correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM Image: Correspondence in each qualified DCWs file 397 Maintain copies of the EIT and LST forms and any additional correspondence in each qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 398 Maintain copies of judgments, garnishments, tax levies, and other related hold documentation in qualified DCWs file 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 400 Process form PA BUR 1575 or generic form and register new hires through the PA New 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New 561 days Wed 10/31/12 Wed 12/31/14		Process and maintain Medicaid Provider Agreements for all DCWs	582 days	Mon 10/1/12	Wed 12/31/14		PPL	ESM			┍╪╪╛				:
a correspondence in each qualified DCWs file a a b<		Deposit state income tax withholding for non PA resident DCWs, as appropriate and													
397 Maintain copies of the EIT and LST forms and any additional correspondence in each con 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 398 Maintain copies of proof payments and any additional correspondence in each qualified 582 days Mon 10/1/12 Wed 12/31/14 PPL PIPM 399 Maintain copies of judgments, garnishments, tax levies, and other related hold documentation in qualified DCWs files 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 400 Process and submit to the IRS Form SS-8 when applicable 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire Solit Progress Swmary Project Summary Project Summary External			582 days	Mon 10/1/12	Wed 12/31/14		PPL	ESM							
398 Maintain copies of proof payments and any additional correspondence in each qualified 582 days Mon 10/1/12 Wed 12/31/14 PPL PIPM 399 Maintain copies of judgments, garnishments, tax levies, and other related hold 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 400 Process and submit to the IRS Form SS-8 when applicable 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM			r 582 days	Mon 10/1/12	Wed 12/31/14		PPL	ESM							
399 Maintain copies of judgments, garnishments, tax levies, and other related hold 582 days Mon 10/1/12 Wed 12/31/14 PPL ESM 400 Process and submit to the IRS Form SS-8 when applicable 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM		Maintain copies of proof payments and any additional correspondence in each qualified					PPL	PIPM	1						
400 Process and submit to the IRS Form SS-8 when applicable 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM 401 Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM Image: Comparison of the program within 20 days of hire		Maintain copies of judgments, garnishments, tax levies, and other related hold	582 days	Mon 10/1/12	Wed 12/31/14		PPL	ESM	1	Ì I I			 		
401 Process form PA BUR 1575 or generic form and register new hires through the PA New Hires Program within 20 days of hire 561 days Wed 10/31/12 Wed 12/31/14 PPL DPM Image: Comparison of the program within 20 days of hire Project: PA DPW Task Solit Progress Milestone Summary Project Summary External			561 days	Wed 10/31/12	Wed 12/31/14		PPL	DPM			▦				
		Process form PA BUR 1575 or generic form and register new hires through the PA New					PPL	DPM							
		rask Split Progress	Milestone	ə \$	Summary			Project Sumr	nary 🛡		E	xternal	Tasks		
Section II-3, Page 11					Se	ection II-3, Page	11								

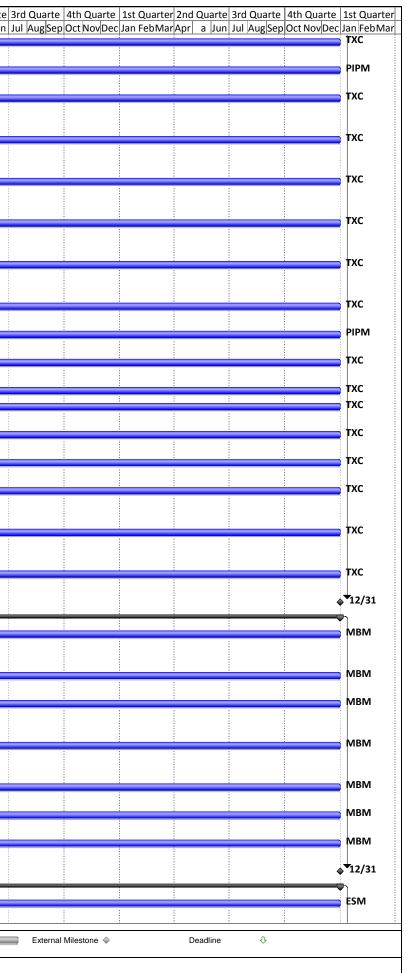


0	Task Name	Duration	Start	Finish Estimate Hours	ed Responsible Party	Resource Initials			st Quarter 2nd Quarte 3rd Qua an FebMarApr a Jun Jul Aug			
	Process Department of Labor and Industry Reason for Separation Notice for direct care workers who no longer work for a participant within 10 days of receipt of notice	573 days	Mon 10/15/12	Wed 12/31/14	PPL	DPM					<u> </u>	
-	Maintain copies of non PA resident employee state income tax withholding filings and correspondence in each qualified DCWs file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM			,) E
04	Task IV.5 - DCW, Vendor, Small Unlicensed Provider and Independent Contractor Enrollment - Complete	0 days	Wed 12/31/14	Wed 12/31/14								¢*1
05	Task IV.6 - DCW Payment Processing	582 days	Mon 10/1/12	Wed 12/31/14 29,4	36		,	∳ ┿┿			 	
06	Commence ongoing F/EA FMS services	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PM	· · · · ·	*				 P
07	Generate and disburse payroll checks to all common law employers' qualified DCWs within the time period required by PA Department of Labor and Industry for each pay period (two consecutive work weeks)	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		*				 P
108	Receive and process electronic and paper timesheets against authorized funds	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		T				– P
.09	Process and disburse payments to qualified DCWs in an accurate and timely manner for services provided by qualified DCWs, vendors and small unlicensed providers in accordance with the individuals service spending plan	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM						— P
10 🥬	Pay overtime in accordance with ODP and PA Department of Labor and Industry policy	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		*			 	╺
411	Notive the AE of any such overages with five (5) business days of receipt of the involved	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM						 P
112	timesheet Contact and inform the common law employer or representative of the overage	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		¥ ↓				
13	Process and pay invoices for participant-directed goods and services as well as vendor services within the individual's service spending plan allocation	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		+				 P
14	Ensure DCWs, vendors and small unlicensed providers are paid in accordance with the participants individual service spending plan	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		T				╸
15	Ensure DCWs, vendors and small unlicensed providers are paid in accordance with federal, state and local tax, labor and unemployment insurance laws	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		T			 	╸
16	Withhold state income tax from DCW's wages based on withholding information	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		*				 P
17	provided on form PA W-4 Withhold according to the statutory withholding requirements based on information provided on forms REV-420 and REV-419	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		+				-
18	Compute and withhold (at the current PA SIT tax rate) state income tax for each common law employer's qualified DCW (resident or nonresident) using the employer's state income tax registration number (and per state requirements)	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM						 P
19	Compute and withhold and track FICA and federal income tax withholding quarterly in the aggregate using the PPL VF/EA FMS separate EIN	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM						 F
20	Process all judgments, garnishments, tax levies or other related holds on qualified DCWs pay as may be required by federal or state governments	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		*				-
21	Withhold earned income tax in accordance with the DCW's Residency Certification Form	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		*				P
22	and local services taxes File earned income tax in accordance with Act 32 requirements and the DCW's Residency Certification Form	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ТХС		T				 1
23	File local services taxes	582 days	Mon 10/1/12	Wed 12/31/14	PPL	TXC		╈╧			 	 †
24	Report to a single Tax Officer for all 69 TCDs and make payment electronically	582 days		Wed 12/31/14	PPL	TXC		T				• T
25	Deposit federal income tax withholding electronically (EFTS filing) in the aggregate	582 days	Mon 10/1/12	Wed 12/31/14	PPL	ТХС		╞				_
26	Calculate DCW local taxes based on PSD code/ residency status rate	582 days	Mon 10/1/12	Wed 12/31/14	PPL	PIPM		╈				– P
27	Withhold and file in compliance with appropriate federal and state tax authorities all employer related taxes (including employer federal and state unemployment taxes)	582 days		Wed 12/31/14	PPL	TXC						
28	Calculate and accrue (for future remittance) each employer's state unemployment tax liability	582 days	Mon 10/1/12	Wed 12/31/14	PPL	TXC		*				 †
	Deposit FUTA in the aggregate electronically (EFTS filing)	582 days	Mon 10/1/12	Wed 12/31/14	PPL	TXC		┇╞══╡╟				💻 †
29		582 days	NA 10/1/12	Wed 12/31/14	PPL	ТХС	E ()	★		- : · · ·		<u> </u>

ID	6	Task Name		Duration	Start	Finish	Estimated Hours	Responsible Party	Resource Initials					ter 2nd Quarte 3 Iar Apr a Jun Ju
431	-		Deposit state income tax withholding for each common law employer's qualified DCW (resident or nonresident) electronically using the e-TIDES Internet Filing System based	582 days	Mon 10/1/12	Wed 12/31/14		PPL	TXC	Juli Jul Aug.				
			on the payment filing frequency determined by PA DoR (semi-monthly, monthly or quarte											
432	ĺ		File state income tax withholding for non PA resident employees	582 days	Mon 10/1/12	Wed 12/31/14		PPL	TXC		*			
433	1		File local earned income taxes (EIT) and local services taxes (LST), per the requirements	582 days	Mon 10/1/12	Wed 12/31/14		PPL	TXC					
434			of the jurisdiction Deposit local earned income taxes (EIT) and local services taxes (LST), per the requirements of the jurisdiction	582 days	Mon 10/1/12	Wed 12/31/14		PPL	ТХС					
435			Reconcile the filing and payment local earned income tax withholding and applicable local services taxes for each common law employer, as required using each locality's reconciliation forms, as applicable	582 days	Mon 10/1/12	Wed 12/31/14		PPL	ТХС				+	
436			Maintain detailed transaction detail on improperly cashed or issued payroll checks, stop payment on checks, and for the re-issuance of lost, stolen or improperly issued checks	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PIPM				+	
437			Contact and inform the common law employer or reepresentative of any overage (when PPL receives a ualified DCW's timesheet with more hours than approved in the common law employer's service plan)		Mon 10/1/12	Wed 12/31/14		PPL	PIPM					
438			Calculate WC premium due based on a percentage of gross payroll per pay period	582 days	Mon 10/1/12	Wed 12/31/14		PPL	PIPM				-	
439			Re-issue checks as applicable within five (5) business days of notification of lost/stolen check) and issuance of stop payment request	551 days	Thu 11/15/12			PPL	PIPM				+	
440			Research and resolve any tax notices received from the IRS, PA Department of Revenue and PA Department of Labor and Industry regarding DCW tax liabilities/liens	541 days	Mon 12/3/12	Wed 12/31/14		PPL	TXC					
441			Maintain record of all tax notices received from the IRS, PA Department of Revenue and PA Department of Labor and Industry regarding DCW liabilities/liens	541 days	Mon 12/3/12	Wed 12/31/14		PPL	ТХС					
442			Commence ongoing F/EA FMS services	531 days	Mon 12/17/12	Wed 12/31/14		PPL	PM,PIPM					
443			Process any returned qualified DCW payroll checks in accordance with PA Unclaimed Property laws	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PIPM				*	
444			Maintain copies of PA Unclaimed Property-related documentation in the qualified DCWs, vendor's or small unlicensed provider's file	521 days	Wed 1/2/13			PPL	PIPM				*	
445	_		ask IV.6 - DCW Payment Processing - Complete	0 days										
446	1	Та	ask IV.7 - Participant Directed Goods and Services Processing	573 days			15,956				•			
447			Receive, verify, process and pay all invoices	572 days	Tue 10/16/12			PPL	PIPM			-		
448			Maintain comprehensive payroll ledger entries for all payments to vendors, small unlicensed providers and independent contractors	572 days	Tue 10/16/12			PPL	PIPM	-				
449			Distribute, collect and process IRS Form W-9, for common law employer's qualified DCWs who are determined to be independent contractors	572 days				PPL	PIPM	-				
450 451			Process any returned vendor or small unlicensed provider payments in accordance with PA Unclaimed Property Laws Process the results of any IRS ruling related to a common law employer's filing of an IRS	573 days 521 days	Mon 10/15/12 Wed 1/2/13			PPL	PIPM	-				
			Forms SS-8 Process and file IRS Forms 1099-Misc, Miscellaneous Income, as applicable, for vendors		Wed 1/2/13			PPL	PIPM					
452		T	and independent contractors ask IV.7 - Participant Directed Goods and Services Processing - Complete	521 days				PPL	PIPIVI	-				
455			ask IV.8 - Tax Filing	572 days	Tue 10/16/12		12,576				_			
455			Maintain copy of Form UI-3/40 in the individual employer's file	572 days	Tue 10/16/12		-	PPL	ТХС					
456			Verify that a statistically valid percentage of employers report expected FICA and state unemployment tax and DCW income tax withholdings amounts	572 days	Tue 10/16/12			PPL	TXC				-	
457			Maintain copies of federal income tax withholding deposit documentation in the VF/EA FMS Organization file	572 days	Tue 10/16/12	Wed 12/31/14		PPL	PIPM				-	
458			Maintain copies of FICA deposit documentation in the VF/EA FMS Organization file	572 days	Tue 10/16/12	Wed 12/31/14		PPL	PIPM				+	
459			Maintain copies of filed Form 940, Schedules A and R, as appropriate, and related documentation in the VF/EA FMS Organization file	572 days	Tue 10/16/12	Wed 12/31/14		PPL	PIPM				+	
460			Maintain copies of FUTA deposit documentation in the VF/EA FMS Organization File	572 days	Tue 10/16/12			PPL	PIPM				+	
461			Maintain copies of all documentation related to e-TIDES authorization for state income tax withholding in the VF/EA FMS Organization File	572 days	Tue 10/16/12	Wed 12/31/14		PPL	PIPM					
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						0	.,							



462 463 464 465	Maintain documentation related to FICA refunding in each applicable common law employer and qualified DCW file Maintain copies documentation related to UCMS for state unemployment insurance taxes in the VF/EA FMS organization's file	572 days	Tue 10/16/12	Wed 12/31/14	Hours	Party PPL	Initials TXC	Jun Jul AugSer		AD6C119		und a hull
464	Maintain copies documentation related to UCMS for state unemployment insurance taxes in the VF/EA FMS organization's file										-	
		572 days	Tue 10/16/12	Wed 12/31/14		PPL	PIPM	-				
465	File quarterly reconciliation of state income tax withholding withheld, including zero wages for each common law employer (resident or nonresident) electronically using the e-TIDES Internet Filing System	572 days	Tue 10/16/12	Wed 12/31/14		PPL	TXC					
	Maintain copies of quarterly reconciliation of state income tax withholding withheld and other related documentation and correspondence in each common law employer's file	572 days	Tue 10/16/12	Wed 12/31/14		PPL	TXC		-			
466	File an annual reconciliation (along with the accompanying individual wage statements) for each common law employer (resident or nonresident) electronically using the e-TIDES Internet Filing System	572 days	Tue 10/16/12	Wed 12/31/14		PPL	TXC					
467	Compute, withhold (at the employer's individual contribution rate) and file state unemployment insurance tax quarterly for each common law employer (even when zero wages are reported) using the UCMS	572 days	Tue 10/16/12	Wed 12/31/14		PPL	TXC					
468	Process refunds of over collected FICA for eligible common law employer (to DPW) and qualified DCW in accordance with IRS and OLTL/PDA/ODP directive)	521 days	Wed 1/2/13	Wed 12/31/14		PPL	TXC					
469	File FICA and federal income tax withholding quarterly in the aggregate using the PPL separate EA/FMS FEIN on IRS Form 941 and Schedule R	521 days	Wed 1/2/13	Wed 12/31/14		PPL	ТХС	-				
470	Maintain copies of the filed IRS Forms 941, Schedule R and Schedule B in the VF/EA FMS Organization File	521 days	Wed 1/2/13	Wed 12/31/14		PPL	PIPM					
471	Compute, file and track Medicare and Social Security taxes (FICA) quarterly in the aggregate	521 days	Wed 1/2/13			PPL	ТХС					
472	Compute and deposit FUTA quarterly and file annually	521 days	Wed 1/2/13	Wed 12/31/14		PPL	TXC			🔰		
473	Compute, file, and track federal income tax withholding quarterly in the aggregate	521 days	Wed 1/2/13	Wed 12/31/14		PPL	ТХС					
474	File a single IRS Form 941 quarterly including schedule R, using the PPL F/EA FEIN	521 days	Wed 1/2/13	Wed 12/31/14		PPL	ТХС					
475	File Form PA-941 on behalf of each individual employer quarterly to the PA DOR	521 days	Wed 1/2/13	Wed 12/31/14		PPL	TXC					
476	Deposit state unemployment insurance tax quarterly for each common law employer (including last filing even when zero wages are reported) using the UCMS	521 days	Wed 1/2/13	Wed 12/31/14		PPL	TXC					
477	Verify that each qualified DCWs social security number matches the name and date of birth information obtained from SSA's Business Services Online prior to submitting IRS Forms W-2 to SSA each calendar year	521 days	Wed 1/2/13	Wed 12/31/14		PPL	TXC					
478	Process, file and distribute IRS Forms W-2, Wage and Tax Statement for all qualified DCWs	500 days	Thu 1/31/13	Wed 12/31/14		PPL	TXC				*	
479	Task IV.8 - Tax Filing - Complete	0 days	Wed 12/31/14	Wed 12/31/14				1				
480	Task IV.9 - Medicaid Claiming	560 days	Thu 11/1/12	Wed 12/31/14	5,523				╞╼╼╡	<u> </u>	—	
481	Generate 837 claim files with billable rates not to exceed negotiated waiver services rates (calculated billable rates derived from established wage/service rate ranges)	560 days	Thu 11/1/12	Wed 12/31/14		PPL	MBM					
482	Verify that 837 claim file billable rates account for and are adjusted for FUTA/SUTA thresholds	560 days	Thu 11/1/12	Wed 12/31/14		PPL	MBM					
483	Process and submit 837 claim files through PROMISe on a monthly basis (or as applicable) for PDS rendered in compliance with the Commonwealth and Agreement requirements and within 180 days of the date of service	560 days	Thu 11/1/12	Wed 12/31/14		PPL	MBM					
484	Process Medicaid claims through PROMISe for the VF/EA FMS per member per month admin fee (admin fee for ODP based funded participants not to exceed DPW negotiated PMPM admin fee)	560 days	Thu 11/1/12	Wed 12/31/14		PPL	MBM					
485	Resubmit suspended or denied claims as appropriate with 365 days from the date of service	560 days	Thu 11/1/12	Wed 12/31/14		PPL	MBM					
486	Receive Medicaid Assistance Reimbursements and reconcile 835 remittance with 837 claims file based on hours of services billed and paid	558 days	Mon 11/5/12	Wed 12/31/14		PPL	MBM	-				
487	Receive payment from the County MH/MR for services rendered as reported on the County payment file generated by PROMISe	558 days	Mon 11/5/12	Wed 12/31/14		PPL	MBM					
488	Task IV.9 - Medicaid Claiming - Complete	0 days	Wed 12/31/14	Wed 12/31/14								
489	Task IV.10 - Dis-Enrollment Process for Participants/Common Law Employers	541 days	Mon 12/3/12					1		╽┳━╧╋		
490	Disenroll (including closing out the EIN and revoking all established Power of Attorney Forms and PA UC-884 by executing a PA Form UC-2B) individuals from PPL's FEA	521 days	Wed 1/2/13	Wed 12/31/14		PPL	ESM					
	2 Task Split Progress	 Milestone 	e 🔶	Summary	y 🖵		Project Summ	nary V		External T	Tasks 🕅	



0		Duration	Start	Finish Estimated Hours	Responsible Party						oMarApr a Jun Jul AugSep	
1	Revoke the IRS Form 2678 with the common law employer	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM				- 50,007,000,0011,00		ESM
2	Maintain a copy of the revoked Form 2678 and the IRS revocation confirmation letter (LTR 4228C) in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
	Revoke the IRS Form 8821 with the common law employer	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM			: :			ESM
	Maintain a copy of the revoked Form 8821in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM						ESM
5	Maintain a copy of the documentation of the FEIN retirement in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		-				ESM
5	Revoke the PA UC-884, Power of Attorney with the common law employer	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
	Maintain a copy of the revoked PA UC-884, Power of Attorney in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
	Retire the common law employer's PA Department of Revenue state income tax withholding employer tax account number by filing PA DoR Form REV-1706, Business	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
)	Maintain a copy of the PA DoR Form REV-1706 in the common law employers file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
0	Retire the common law employer's State Department of Labor and Industry state unemployment insurance tax employer tax account number using the PA Form UC-2B, Employer's Report of Employment and Business Changes	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
1	Maintain a copy of the PA Form UC-2B in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
2	Compute and file final state income tax taxes (including zero wages if applicable)	521 days	Wed 1/2/13	Wed 12/31/14	PPL	TXC		*				тхс
3	Deposit final state income tax (including zero wages if applicable)	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		4				ESM
4	Maintain a copy of the final state income tax filing and deposit and related correspondence in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		+				ESM
5	Compute, withhold and file final state unemployment taxes (including zero wages if applicable)	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
5	Deposit final state unemployment taxes (even when the final filing is zero wages	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESN
7	Maintain copies of the documentation of the filing and payment of the common law employer's final state income tax and unemployment taxes in the common law employer's archived file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		*				ESM
8	Maintain copies of state income tax withholding deposits and related correspondence in each common law employer's file	521 days	Wed 1/2/13	Wed 12/31/14	PPL	ESM		+				ESM
9	Terminate the common law employer's workers' compensation insurance	541 days	Mon 12/3/12	Wed 12/31/14	PPL	ESM			: :			ESM
D	Maintain confirmation of WC termination in common law employers' file	541 days	Mon 12/3/12	Wed 12/31/14	PPL	ESM	\ _					
	Facilitate any necessary changes in a common law employer's VF/EA FMS organization per the OLTL/PDA/ODP requirements	521 days		Wed 12/31/14	PPL	ESM		*				ESM
2	Task IV.10 - Dis-Enrollment Process for Participants/Common Law Employers - Complete	0 days	Wed 12/31/14	Wed 12/31/14								∲ [*] 12/
5												
1	Agreement Transition and Turnover (as applicable)	109 days	Fri 8/1/14	Wed 12/31/14								
	Organize and manage the timely transition of F/EA services to the Commonwealth and PCG ITS contractors	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
	Submit a draft transition plan to the Commonwealth	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
7	Provide a final transition plan for approval by the Commonwealth (and initiated four months prior to the last day of the agreement) and re-submit within 5 days of subsequent requests	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
3	Supply the Commonwealth and/or PCG ITS contractor with all required information to ensure a smooth and timely transition	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
9 🖪	Pay all cost related to the transfer of materials and responsibilities	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
) 🖪	Submit Draft Final Report to the Commonwealth prior to the submission of the actual report (at the end of the three year agreement)	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PIPM						PIPI
1	Continue to provide F/EA FMA on a month to month basis for up to 6 months if the subsequent F/EA FMS organization is unable to assume operations	109 days	Fri 8/1/14	Wed 12/31/14	PPL	PM						PM
	Ensure all records are properly retained for 6 years after completion of the project	0 days	Wed 12/31/14	Wed 12/31/14	PPL	PIPM						o 12/