



IAP 24 Month Plan Roadmap

August 2015

Legend



Mar 2015 April 2015 July 2015 October 2015 Feb 2016 April 2016 June 2016 September 2016 Jan 2017 Mar 2018

Release Schedule

Recurring Business Initiatives

BUSINESS GOALS

1. Ensure Consumers receive accurate & timely eligibility determination and correct plan enrollment, initially and during any change or renewal event

2. Ensure Business Partners are able to receive, exchange and reconcile appropriate Consumer information on a timely basis

3. Authorized End Users are appropriately equipped with tools and trained to serve consumers effectively and to handle exceptional situations

4. Provide Consumers and End Users Improved Consumer Experience

5. Ensure the technical infrastructure is properly maintained, current, secure and supports capacity demands and completion of business goals.



