

PI – Special Projects (Ad Hocs)

Purpose:

1. The purpose of this standard operating procedure is to define a special project (ad hoc) request and describe the process for tracking such requests.

Identification of Roles:

RACI Definitions	
RACI - RACI charts are a type of responsibility assignment matrices in project management. These simple spreadsheets or tables highlight the different states of responsibility a stakeholder has over a particular task or deliverable and denotes it with the letters R, A, C, or I.	
(R)	Responsible
(A)	Accountable
(C)	Consulted
(I)	Informed

IBM team – Contracted individuals tracking such requests to understand the amount of time spent on these requests and the types of requests being fulfilled. **(R, A)**

Iowa Medicaid Program Integrity Unit – request the information that is not directly addressed in the contract but would fall under additional duties. **(C, I)**

Performance Standards:

Special Project request (ad hoc request) – A request that has not been planned and outside the normal course of business. A special project request describes a task that is request for a special or immediate purpose as needed. A special project request should require 30 minutes or more of time.

Path of Business Procedure:

1. A request comes in from the State of Iowa Program Integrity staff.
2. The request is logged into the special project (ad hoc) tracking spreadsheet separated by specific program integrity area by utilizing the following steps:
 - a. Add the date that the request was received.
 - b. Indicate who requested the special project.

- c. Document how the request was made (examples: phone call, email, etc).
 - d. Add the key words or a short description of the special project request.
 - e. This column will populate with a two-day due date.
 - f. Input the actual due date that is requested.
 - g. Once the special request is completed, add the number of hours that were spend on the request.
 - h. Add the name of the individual responsible for the special request.
 - i. Indicate if there was an additional individual reviewing the special request prior to submitting.
 - j. Input the date that the special request was delivered.
 - k. Add any notes for the specific request or any follow-up questions that Iowa Medicaid had for the request.
3. The information input will be included in the annual report.

Forms/Reports:

Special Request (Ad Hoc) Tracking Spreadsheet on IBM Box

Interfaces:

IBM Box Site

Microsoft Office

Attachments:

N/A