



## Contract Implementation Workgroup Charter

**Overview:** The Contract Implementation Workgroup (CIW) is a cross-functional committee responsible for managing the implementation of all pricing and operational components of enhanced provider and hospital contracts. CIW participants are accountable to represent their business areas to ensure that all operational work being tracked through the committee is implemented accurately and timely in line with our business and contractual obligations.

**COMMITTEE GOAL/MISSION:** Ensure accurate and timely implementation of hospital and provider contractual terms.

### Operating Guidelines:

- Maintain guidelines around pricing & operational decision making to ensure any enhanced terms agreed to in provider and hospital contracts related to pricing setup can be efficiently and effectively implemented (i.e. Network Contracting Guardrails).
- Manage operational implementation of new/renewal contracts, annual updates of pricing terms associated with existing enhanced contracts, annual network wide fee schedule updates and any ad hoc pricing or provider operations requests that require system updates.
- Track key milestones, deliverables and any claims stop process impacts across the end-to-end workflow process for each entity with enhanced contractual terms & their affiliated providers (i.e. multipliers, PMPMs, withholds etc). Tracking includes effective dates, Pricing and Provider Operations workflow submission dates, system production dates, claims stop process start/stop dates etc. (i.e. CIW Tracker)
- Ensure transparency & accountability of the operational workstreams through regularly scheduled CIW meetings.

**EXECUTIVE SPONSOR(s):** Lisa Gorman – Vice President, Network Management and Contract Operations (NMCO)

**CHAIR(s):** Chris Trainor – Senior Director, Network Management

**MEMBERSHIP:** CIW attendees are leaders from key operational business areas

Voting Members			
Name	Title	Department	Responsibilities
See listing below			All attendees on the list below are responsible for representing their business areas to help inform and support the operational work in scope for CIW.

Membership will be reviewed and updated no less than annually by the Committee Chairs.



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**MEETINGS:** Biweekly – every other Tuesday from 11-12pm via Teams (virtual). Agenda items are submitted to CIW Chair prior to the next scheduled meeting.

**Responsibilities:** CIW Tracker is maintained by CIW Chair. Tracker is reviewed and updated (as needed) at each CIW Meeting with input from the workgroup. Tracker is saved to dedicated CIW Sharepoint and all CIW participants have access to review/edit the file in between meetings.

**EXPECTED OUTCOMES:** Mitigate claims processing errors by ensuring that all contractual pricing terms are implemented accurately and timely.

**REPORTING STRUCTURE OF COMMITTEE:** Cross-functional and collaborative workgroup with key business and operational leaders to help with decision making and to stay aligned with the operational work in scope/in flight.

### CONFIDENTIALITY

In conducting its business, members of the Committee will take special care, consistent with the Company’s Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

### CONFLICTS OF INTEREST

Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.

**ANNUAL REVIEW:** The Committee Charter will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.

**Document Information:** CIW Sharepoint: [NMCO Projects - CIW Tracker - All Documents](#)

### REVISION HISTORY:

Version	Date	Revision Summary
1	5/30/17	Original CIW Charter
2	3/24/25	Moved CIW Charter to new Charter format

### DOCUMENT OWNER:

Name	Organization
Chris Trainor	Network Management



## Contract Implementation Workgroup Charter

**REVIEWERS:**

Name	Division	Versions
Lisa Gorman/Rajni Carter	Network Management	v.2
CIW	Multiple	v.2

**CIW Attendees (as of 4/1/25)**

Gorman, Lisa – Executive Sponsor – Network Management and Contract Operations (NMCO)  
 Trainor, Chris – Chair – Network Management  
 Carter, Rajni – Network Management  
 Rattigan, Michael – Provider Operations  
 Fournier, Colleen – Provider Pricing  
 Trenholm, Melissa – Audit  
 Stout, Laura – Contract Operations  
 Liza, Manuel – Network Payment Innovation  
 Richard, James – Provider Operations  
 Allen, Melanie – Provider Contracting  
 Andrews, Barbara – Provider Pricing  
 Fencer, Jacqueline – Benefits  
 Glenn, Johanna – Provider Contracting  
 Salvucci, Diana – Information Systems  
 Kelley, John – Network Performance Improvement  
 Feldman, Maura – Network Performance Improvement  
 Williams, Natalie – Actuarial  
 Ortiz, Sona – Provider Financial Management and Negotiations  
 Venuti, Peter – Provider Pricing  
 Sullivan, Sean – Provider Contracting  
 Cote, Lucia – QA Testing  
 Long, Stephanie – Network Payment Innovation  
 Lee, Valerie – Provider Pricing  
 Bailey, Paula – Provider Operations  
 Sok, Kim – Financial and Operational Audit  
 Sujan, Nikita – Financial and Operational Audit  
 Green, Daniel – Network Partnerships and Innovation  
 Rachel Shutt – Blue Benefit Administrators (BBA)  
 Gallagher, Keven – Provider Contracting  
 LeDoyt, Samantha – Provider Contracting  
 Gray, Kara – Provider Contracting  
 Donovan, Gerard – Medicare Compliance  
 Moitoso, Kathleen – Provider Settlement and Informatics  
 Bambury, Mary – Provider Operations



## **Contract Implementation Workgroup Charter**

Huang, Xiaochan (Flora) – Account and Plan Financial Analytics  
Moore, Theresa – Medicare Claims Operations  
Photos, Taryn – Provider Operations  
Zhang, Josephine – Provider Settlement and Informatics  
Duvert, Max – Hospital Contracting  
Opdyke, Lyssa – Network Management  
O'Donnell, Brian – Network Management  
McQuarrie, Shannon – Network Management  
Pechilis, Elizabeth – Network Management  
Tyas, Kerry – Network Management  
Yan, Lu – Network Payment Innovation  
Carter, Terri – Operations  
Affleck, Kellen – Network Performance Improvement  
Inda, Patrice – Network Management – Provider Partnerships  
Cruz, Tina – Network Management – Provider Partnerships  
Allen, Jamie – Claims Operations