

<b>CO Contract Management</b>	
<b>Close Out Contract</b>	
<b>Item</b>	<b>Details</b>
<b>Description</b>	The <b>Close Out Contract</b> business process begins with an expired contract or an order to terminate a contract. The business process ensures the obligations of the current contract are complete and the turnover to the new contractor proceeds according to contractual obligations.
<b>Trigger Event</b>	<p>Interaction-based Trigger Events:</p> <ul style="list-style-type: none"> <li>Receive alert from <b>Determine Adverse Action Incident</b> business process to cease activities with contractor.</li> </ul> <p>Environment-based Trigger Events:</p> <ul style="list-style-type: none"> <li>Contract reaches the end of its effective period.</li> </ul>
<b>Result</b>	<ul style="list-style-type: none"> <li>The contract closes.</li> <li>Alert sent to notify contractor of termination of contract.</li> <li>Tracking information as needed for measuring performance and business activity monitoring.</li> </ul>
<b>Business Process Steps</b>	<ol style="list-style-type: none"> <li><b>START:</b> Receive expired contract or instruction to terminate a contract.</li> <li>Validate information submitted is correct and as complete as possible. Information complies with syntax criteria and submitter has completed all required fields.</li> <li>If applicable, request additional information.</li> <li>Validate information provided is authentic.</li> <li>Identify all requirements for termination of contract.</li> <li>Monitor closure activities.</li> <li>Officially terminate contract.</li> <li><b>END:</b> Send alert to notify contractor of termination of contract.</li> </ol>
<b>Shared Data</b>	Contractor data store including contract information
<b>Predecessor</b>	<b>Award Contract</b> <b>Determine Adverse Action Incident</b>
<b>Successor</b>	<b>Manage Contractor Communication</b> <b>Manage Contractor Information</b>
<b>Constraints</b>	Each state may have its own requirements for contract termination.
<b>Failures</b>	<ul style="list-style-type: none"> <li>The State Medicaid Agency (SMA) receives incomplete termination instructions.</li> </ul>

<b>CO Contract Management</b>	
<b>Close Out Contract</b>	
<b>Item</b>	<b>Details</b>
	<ul style="list-style-type: none"> <li>Contractor data store contains invalid information.</li> </ul>
<b>Performance Measures</b>	<ul style="list-style-type: none"> <li>Time to complete process = ____ months; ____ weeks</li> <li>Accuracy of information = ____ %</li> <li>Accessibility of information for terminating contract = ____ months; ____ weeks</li> <li>Consistency of decisions and disposition = ____ %</li> <li>Error rate = ____% or less</li> </ul>