

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

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