Transformation Communication Plan

10/12/2026
Transformation Team
Confirm Go Live

LAUNCH

W/C	02-Nov	09-Nov	16-Nov	23-Nov	30-Nov	07-Dec	14-Dec	21-Dec	28-Dec	04-Jan
Brokers	6/11 Workforce Health Plan Launch	9/11 New On-Demand Services Introduction		23/11 New Portals Portal User Guide	30/11 Member Engagement Pack	10/12 Launch Date Announcement	17/12 Launch Date Reminder			05/01 We Are Now Live
Customers	6/11 Workforce Health Plan Launch	9/11 New On-Demand Services Introduction	16/11 Primary Contact Check Email (non portal users)		30/11 New Portals Portal User Guide	07/12 Member Engagement Pack 10/12 Launch Date Announcement	17/12 Launch Date Reminder			05/01 We Are Now Live
Internal	4/11 Lunch and Learn The New Portals 03/11-10/11 Temp Check Survey	9/11 – 11/11 "Come and try" Drop Ins 3 Sessions 12/11 Temp Check Survey Results and Transformation Update			01/12 -15/12 Portals and System Training for Specialists (Ops and Sales Support) 02/12-08/12 Temp Check Survey	09/12 Temp Check Survey Results to Board for Go/No Go	17/12 Transformation Update			
Members								From 21/12 to Live Website Banner - We are closing for maintenance (portals) & new experience coming Pre-login page - a new Member experience is coming		05/11 guide to your new Member Account video