



Health Connector Operations (VOTE)

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Background



- Dell Marketing, L.P. (Dell) has partnered with the Health Connector since 2008
- Over the past year, Dell has supported the Health Connector in numerous ways; filling the significant gaps left by a seriously underperforming system with thoughtful, creative operational solutions that enabled us to enroll over 38,000 individuals and families in Qualified Health and Dental Plans (QHPs and QDPs)
- At the last Health Connector Board meeting, we obtained favorable approval to reimburse Dell for a number of workarounds needed to achieve this enrollment milestone, ranging from alternative enrollment mechanisms to a call-center based Dental shopping solution
- Dell also supported us through unprecedented call center activity, dialing up their own staffing swiftly and responsively to meet the need of consumers failed by the website
- Today, we are again seeking your approval to leverage Dell's reliable and trusted support – once again to help us workaround the underperforming system, but more importantly, to support the foundation for our path forward to 2015

Overview of Work Orders

Today, we are seeking the authority to execute three (3) distinct work orders with Dell to support upcoming operational activities.

- The first relates to a workaround we are seeking Dell to perform in order to process account changes on behalf of current Health Connector QHP and QDP members
 - Account changes include, e.g., adding or removing dependents as a result of birth, marriage or divorce; changing effective dates; updating demographic or contact information
 - To date, the Health Connector has received approximately 10,000 account change requests
- The existing HIX system does not have the capability to allow users to make these types of changes
 - Originally meant to be deployed by CGI, but after several months of working on alternative solutions to process account changes using HIX, we determined that the only opportunity to support these changes was likely through Dell's back-end system
- This work order governs the activities needed to leverage Dell's back-end system to support account changes
- It is of note that only limited account change functionality exists in either of the solutions that the Health Connector is pursuing for Fall 2014 Open Enrollment; as such, the technology components included in this work order may be leveraged in the future regardless of which system the Commonwealth pursues

Overview of Work Orders (cont'd)

Today, we are seeking the authority to execute three (3) distinct work orders with Dell to support upcoming operational activities. (cont'd)

- The second and third work orders relate to work Dell will perform to integrate with the system that will be leveraged to support the upcoming Open Enrollment period to perform billing and enrollment activities for our participating carriers
 - One work order relates to work Dell is performing to integrate with the Health Connector's state based marketplace solution, powered by hCentive
 - The other relates to work Dell is performing to integrate with the Federally Facilitated Marketplace (FFM) in the event that the FFM is temporarily leveraged for the 2015 benefit year
- While the work activities for each of the hCentive and FFM work orders are predominately the same, the work itself is different (i.e., one task does not support both efforts; but the same task is required for each)
 - FFM integration is slightly more complicated than that required for hCentive, and therefore carries additional cost
- These work orders run through mid-July, at which time we envision having more clarity about which track will be pursued for the next open enrollment
- Once we select the primary track to pursue for the next open enrollment, we will require an additional work order governing work related to bringing the requisite functionality live

Dual Track Work Assessment & Preparations



- The work to support integration with the Dual Track systems actually marks the third phase of Dell’s work on the Dual Track project to date*
- The milestones already achieved have been significant, and position us well to support either track for the Fall

Phase	Scope	Timeline
Assessment	<ul style="list-style-type: none"> • Dell provided preliminary project findings such as: <ul style="list-style-type: none"> – Initial technical and architecture assessment – Initial dual track technology roadmap – Initial development testing and deployment timelines • Project task and project plan reassessment 	Completed on May 21 st
	<ul style="list-style-type: none"> • Final integration architecture assessment and recommendations • Final dual track road map • Final development testing and deployment timelines and project schedule • Resource requirements strategy 	Completed on June 9 th
Proof of Concept (POC) Environment Setup	Connectivity, design and setup (in progress)	June 7 th -16 th
	Infrastructure setup	June 9 th
	Connectivity testing (in progress)	June 12 th - 17 th
	Deployment of FMS solution	June 10 th -12 th
	User Acceptance Testing (UAT)	June 16 th -17 th
	POC Environment Complete	June 18 th

*Prior work completed under work orders not necessitating Board vote

Work Orders in Detail



Work Order	Background	Scope	Timeline	Cost
Account Changes	<p>Due to lack of HIX/IES functionality and inability to add enhanced workaround functions to the HIX/IES, we are seeking Dell to perform customer account changes using the FMS.</p> <p>There is currently a backlog of approximately 10,000 account changes received from customers. Dell must implement a series of operational and technical changes to support processing of account changes. The technical components of this workaround are expected to be leveraged into the future, including as a back office support tool for the State-based Marketplace solution.</p>	<p>Technical enhancements include changes to the Financial Management Temporary interface (FMTMP), configuration of the “CRM Lite” enhancement to the FMS and implementation of the Dell Business Process Management Suite (DBPMS). Operational changes include assessment of backlog of account change encounters, staffing to process backlog and ongoing operations support to process account changes including outreach, research, oversight and ongoing quality control plans.</p>	<p>Work is expected to commence upon approval from the Board.</p>	<p>Initial cost of this work order is \$1,113,720 including CRM Lite Solution (\$640,000), DBPMS Solution (\$40,000), IT staff development and set-up (\$210,000) and operational assessment activities (\$223,720). Ongoing labor costs will be billed monthly.</p> <p>Initial cost includes setting up the CRM Lite and DBPMS solutions, IT staff development and set-up costs as well as operational assessment activities</p>

Work Orders in Detail (cont'd)



Work Order	Background	Scope	Timeline	Cost
New HIX Portal Integration (hCentive)	This work order is being initiated in order to demonstrate the ability to accept certain enrollment data from the new HIX portal and transmit certain confirmation data back to the new HIX portal in order to demonstrate the ability to effectuate enrollment for the hCentive work track.	Technical solution development and oversight including development of an enrollment interface control document, system requirements specification including detailed business flow and data mapping diagrams, functionality to configure FMS with plans, rates and membership structure, securely receive and transmit enrollment interface with the new HIX portal, asynchronous processing and transmitting of the interface, as well as testing of the interface.	The term of this work order extends from June 12, 2014 through July 14, 2014.	Total cost of \$357,860 comprised of technical solution development (\$321,160) and oversight (\$36,700) costs.
FFM Integration	This work order is being initiated in order to demonstrate the ability to accept certain enrollment data from the FFM and transmit certain confirmation data back to the FFM in order to demonstrate the ability to effectuate enrollment for the FFM work track.	Technical solution development, oversight and software licensing including development of a system requirements specification including detailed business flow and data mapping diagrams, functionality to configure FMS with plans, rates and membership structure, securely receive and transmit enrollment interface with the FFM as well as testing of the interface.	The term of this work order extends from June 13, 2014 through July 15, 2014.	Total cost of \$466,506 comprised of technical solution development (\$441,564), oversight (\$12,942) and software license (\$12,000) costs.

VOTE



Health Connector staff recommends authorizing execution of three work orders with Dell Marketing, L.P., as described by staff.