



*The Commonwealth of Massachusetts
Commonwealth Health Insurance Connector Authority
100 City Hall Plaza, 6th floor
Boston, MA 02108*

DEVAL PATRICK
Governor

GLEN SHOR
Board Chair

JEAN YANG
Executive Director

Board of the Commonwealth Health Insurance Connector Authority

Minutes

Thursday, November 13, 2014
9:00 AM to 12:00 PM
One Ashburton Place
21st Floor
Boston, MA 02108

Attendees: Jean Yang, Glen Shor, Nancy Turnbull, Dolores Mitchell, Kristin Thorn, George Gonsler, Rick Jakious, Jonathan Gruber, Joseph Murphy and Louis Malzone. John Bertko joined by telephone because of geographic distance. Celia Weislo was absent.

The meeting was called to order at 9:05 AM.

- I. Minutes:** The minutes of the October 9, 2014 meeting were approved by unanimous vote.
- II. Executive Director's Report:** Ms. Yang began the meeting by noting that it was an exciting day and that this is an important milestone for the entire Commonwealth and for the Health Connector (CCA), in particular. She thanked the CCA staff who worked so hard to get to this day. She stated that during open enrollment she will be on the road with CCA staff to promote open enrollment and member transition. She noted that while the website opens the door to get into coverage, the job is not done until the folks who need coverage into their coverage types.
- III. Health Connector Programmatic Audit (VOTE):** The PowerPoint presentation "Health Connector Programmatic Audit (VOTE)" was presented by Ed DeAngelo. Mr. DeAngelo began the presentation by providing a background on CCA audits, noting that CCA has a financial audit every year and have since 2007, which was the first operating year. He explained that in the last two years, since receiving federal grant funding, CCA has done additional financial audits. This would be a third audit, a programmatic audit, of non-financial operational features pursuant to receipt of grant funding. Mr. DeAngelo

reviewed the scope of the programmatic audit. Ms. Turnbull asked what occurs with the audit once completed. Mr. DeAngelo explained that it goes to the federal government and this is part of their oversight mechanism for compliance with programs. Ms. Yang added that if the audit reveals areas of improvement there can be corrective action plans. Mr. DeAngelo reviewed the procurement management team (PMT). Ms. Mitchell asked if CCA follows state bidding laws and regulations or federal. Mr. DeAngelo explained that as an authority, CCA follows its own procurement policy, which is consistent with state bidding practice. Ms. Mitchell asked that minority and diversity subcontracting should be considered by CCA in future procurements. In response to a query from Ms. Turnbull, Mr. DeAngelo noted that KPMG has significant experience doing government program auditing. In response to a query from Mr. Jakious, Mr. DeAngelo noted that the discrepancy in expected hours was seen in that the other bidder was only bidding roughly one tenth of the hours of KPMG and that the procurement management team thought this estimate was too low given the scope of the audit. Mr. Gruber noted that it would be helpful to look to other states' experiences with this audit and the number of hours used elsewhere. The Board voted unanimously to authorize the Executive Director to enter into a contract with KPMG, as outlined by staff, to perform the programmatic audit.

- IV. System Go-live Update:** The PowerPoint "System Go-live Update" was presented by Maydad Cohen, John Santelli, Roni Mansur, Ashley Hague and Sanjay Singh. Mr. Cohen began the presentation by noting that the website will be up within 48 hours. He noted that this was stood this up in seven months, not two years, which would have been typical for a project of this magnitude. Mr. Santelli reviewed the testing that has been done, noting that 5,900 test cases have been executed with a 97 percent success rate for MassHealth and a 98.5 percent pass rate for CCA. He explained that the federal Centers for Medicare and Medicaid (CMS) have also been closely following this process and have provided authority to connect to the federal data services hub. Mr. Santelli also provided an integration testing update for go-live and post go-live. He explained that CMS requires integration testing and that the first round of this testing was completed and the second round is in process. He also explained that carrier testing was going well and that end-to-end testing was also underway. In response to a query from Ms. Turnbull, Mr. Santelli stated that the numbers were very encouraging. Mr. Santelli also provided an update on performance testing, stating that the system is being built to handle a much larger volume than is anticipated and is performing well with those volumes. In response to a query from Ms. Mitchell, Mr. Santelli stated that in the event a data center fails, there is a seamless cutover to one of the other data centers. In response to a question from Mr. Bertko, Mr. Santelli noted that performance testing will be ongoing to ensure that projected volume for certain dates can be supported, such as February 15. Mr. Singh reiterated that Massachusetts is using similar figures to other states and this indicates the level of preparedness for this system. Mr. Gruber inquired about how individuals report issues to which Mr. Cohen explained that there will be a command center with an entire process and operational model to address any issues that arise. Mr. Singh noted that most browsers will be supported and, in the event that someone does not have a supported browser, they can get guidance on how to download a newer browser to get help with an application over the phone with a customer service representative. Mr. Santelli then reviewed the go-live functionality. In response to a question from Mr. Gruber, Mr. Cohen explained that out of pocket costs will be displayed on the website.

Mr. Santelli then reviewed defect resolution as well as workaround being implemented while change capability is being built into the system. Secretary Shor noted that provider search will not be part of go-live functionality; however direct links to the carriers' websites will be available to review available providers during the shopping experience. Mr. Cohen then discussed the schedule for upgrades to the system in addition to the front door of the website and consumer experience. Mr. Cohen then reviewed a mock-up of the weekly dashboard that will be shared and presented the concept of the command center that will be in place to track issues as they come in on a continual basis. Two Navigators and a consumer then joined to discuss their experience with the training on the system thus far and their confidence in the system for open enrollment and its ability to get individuals into coverage. Among the Navigators who attended and spoke were Heather Goodhind from Caring Health Center, Deb Kelsey from Fishing Partnership and Rita Espinoza from the Joint Committee for Children's Health Care. In addition, Doris Morales, a current Commonwealth Care member, also noted her excitement about the new system and her ability to get into coverage for 2015.

Mr. Cohen thanked the team, including the Health Connector and MassHealth as well as external stakeholders and also thanked the Board for their support, engagement and thoughtfulness. Mr. Jakious commended the team on their presentation of the information and transparency. Ms. Turnbull thanked the team for bringing in a Navigator and a member, noting that this project is about serving the residents of Massachusetts. Ms. Yang noted that she was with the Navigators during the week and was learning a great deal from them, stating that the CCA trains them but they also teach and because of them CCA is more confident than ever. Ms. Thorn stated that a tremendous amount of work has been accomplished because of the partnership between MassHealth, CCA, Optum and hCentive as well as the stakeholders.

- V. Update on Outreach and Communications for Fall 2014 Open Enrollment:** The PowerPoint "Update on Outreach and Communications for Fall 2014 Open Enrollment" was presented by Ashley Hague, Jason Lefferts, Rebekah Diamond, Suzi Jervinis, and Whitney Rudin from MassHealth. Ms. Hague began the presentation providing an overview of activities done by the team since the last Board meeting. She noted that the team is excited to begin the hard work of getting individuals to the website and into their proper coverage. Ms. Diamond noted the number of mailings and phone calls that had been deployed to the transition population. Ms. Mitchell asked to be shown the mailings sent to members and Ms. Diamond stated that CCA was looking to make these widely available. In response to a question from Ms. Turnbull, Ms. Diamond explained that a robo call is connected when an individual listens to the entire message or the majority of the message or when the entire message or the majority of the message is played to an answering machine. Mr. Gruber noted that 86 percent connectivity seemed like an excellent rate. Ms. Diamond then discussed the increased call center staffing for open enrollment as well as additional days and hours of time when the call center would be open in addition to the already extended open enrollment hours. Ms. Jervinis and Ms. Rudin discussed training of customer service representatives, Navigators and Certified Application Counselors, Health Connector staff, Issuer Enrollment Assisters and Broker Enrollment Assisters – all totaling more than 40,000 hours of training. Mr. Lefferts

reviewed the education and enrollment events that will be happening across the state including Navigator press events, enrollment events, public education events and events held by Health Care For All. Ms. Hague noted that the Navigator press tour had been a wonderful opportunity and a process for community building as many of the local papers who have introduced the Navigators in print are very well connected and respected in their local communities. Ms. Jervinis discussed community outreach and enrollment assistance work being done in conjunction with Health Care For All, including the door knocking campaign, which will cover 200,000 doors over the open enrollment period. Mr. Lefferts provided information on media and messaging for the open enrollment period and debuted the television commercial featuring Navigators that will begin airing on November 15. Mr. Lefferts also discussed corporate sponsorships including Market Basket, CVS Pharmacy, the Bruins, Boston Calling, the MBTA and CBS Boston, among others. He then reviewed next steps that will occur before the next Board meeting.

The meeting was adjourned at 11:35 PM.

Respectfully submitted,
Rebekah D. Diamond