



Health Connector Operations (VOTE)

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Chief Information Officer

Board of Directors Meeting, December 11, 2014

Background

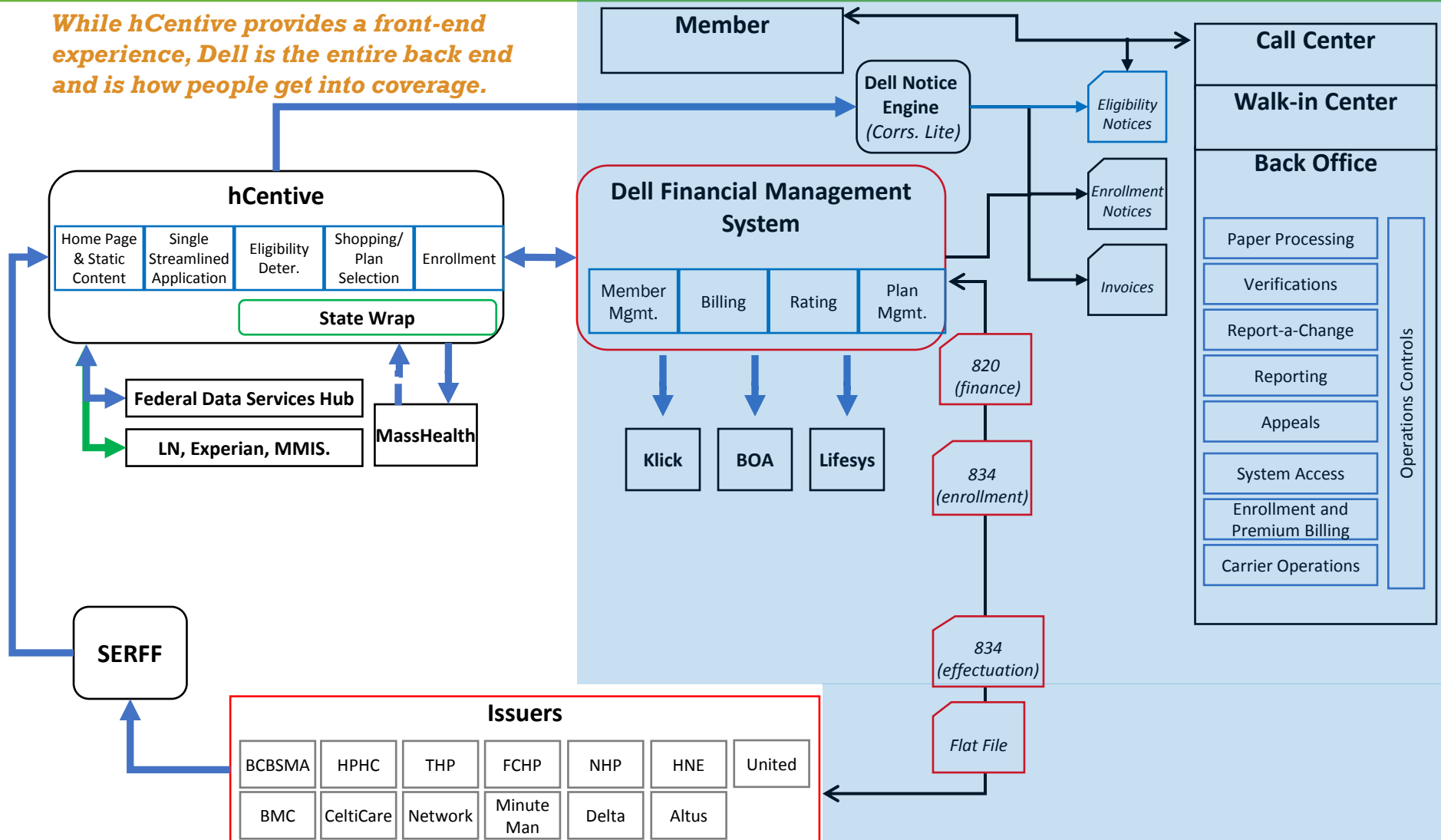


- Working in collaboration with Optum and hCaptive, Dell has been responsible for the back-end integration work of the new system implementation, including capabilities around carrier transactions
- At the July 2014 Health Connector Board meeting, Health Connector staff sought and obtained approval for three work orders to the Dell contract
 - One on setup of production environments for the new hCaptive portal
 - One for portal integration and implementation between hCaptive and the Dell Financial Management System (FMS)
 - One focused on the implementation of an Inbound 834
- This work is structured in phases, and today we are requesting a vote for work required to complete integration with the hCaptive portal through spring 2015
 - Remaining development work for integrating with hCaptive, including the support and stabilization of the new environment through the end of this calendar year
 - Testing of the financial interface with the carriers (820), enrollment interface with CMS (834), ongoing testing of the enrollment interface (834) for change and terminations with hCaptive and regression and performance testing of these components in FMS

Full Exchange Functionality – hCentive Track



While hCentive provides a front-end experience, Dell is the entire back end and is how people get into coverage.



Work Order in Detail



Scope	Description	Timeline	Cost
Governance and Oversight	Production of weekly reporting and projections to facilitate the Health Connector's oversight of the engagement.	12/14/14 - 3/15/14	The total cost governance and oversight is \$343,420 (see price detail below).
Environment Support and Stabilization	Includes defect fixes, release management, manual execution of batch jobs during the stabilization period and automation of all batch jobs by January 1, 2015.	12/14/14 - 12/31/14	The total cost of environment support and stabilization is \$385,792 (see price detail below).
Development and Testing	All additional development and testing required to complete integration with the hCentive system, including completion of testing of enrollment and financial integration with the carriers and CMS, development of IRS reporting functionality and testing of Closed Enrollment integration with hCentive.	12/14/14 - 3/15/14	The maximum cost of development and QA is \$2,144,912 (see price detail below).

Scope	November	December	January	February	March	Totals
Governance and Oversight	\$48,048	\$84,392	\$84,392	\$84,392	\$42,196	\$343,420
Environment Support and Stabilization	\$175,384	\$210,408	n/a	n/a	n/a	\$385,792
Development and Testing	\$255,728	\$569,448	\$569,448	\$500,192	\$250,096	\$2,144,912
	\$479,160	\$864,248	\$653,840	\$584,584	\$292,292	\$2,874,124

Staff Details



- Governance and Oversight
 - A team consisting of a Delivery Manager, Senior Project Manager, Project Coordinator and a QA Manager
 - Provide guidance and support for the Dell team
 - Provide reporting and ongoing costs and staffing estimates to the Health Connector to manage scope and cost of the Work Order
- Environment Support and Stabilization
 - A team consisting of a Project Manager, Project Coordinator, Business Analyst, Developers, Systems Architects, Database Administrators and QA Analysts
 - Deploy codes fixes and patches to systems and manage releases as needed
 - Execute batch jobs, validate results, manage system performance and provide support to carriers for enrollment discrepancies
- Development and Testing
 - A team consisting of a Project Manager, Project Coordinator, Business Analyst, Developers, Systems Architects, Database Administrators, QA Manager and QA Analysts

VOTE



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