



Open Enrollment Update 2016

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2016 Open Enrollment Milestone Roadmap



◆ Fixed Milestone
◆ Scheduled Milestone
◆ Completed Milestone
★ Program Milestone

WE ARE HERE

Major Checkpoint (7/10)
Go-Live R6.5 (8/14)
Major Checkpoint (8/31)
Open Enrollment 2016 (11/1)

Version Date: 6/8/2015

	May			June				July				August				September				October			November			December			January											
Week of	5/4	5/11	5/18	5/25	6/1	6/8	6/15	6/22	6/29	7/6	7/13	7/20	7/27	8/3	8/10	8/17	8/24	8/31	9/7	9/14	9/21	9/28	10/5	10/12	10/19	10/26	11/2	11/9	11/16	11/23	11/30	12/7	12/14	12/21	12/28	1/4	1/11	1/18	1/25	
Plan Management					◆ Complete plan availability analysis (6/5)					◆ Board vote to award Conditional Seal of Approval (7/9) ◆ SHOP – develop implementation plan for dental (7/13) ◆ SHOP – develop implementation plan for health (7/13)				◆ Complete first round of carrier UAT (8/21); includes rates ◆ Board vote to award final Seal of Approval (9/10)					◆ Complete SHOP testing (10/9) ◆ Complete 2nd round of carrier testing (10/9)																					
Outreach					◆ Post Navigator Notice of Grant Opportunity (5/18) ◆ Kick-Off Planning Meeting (5/27)					◆ Approve navigators (7/3) ◆ Complete marketing platforms & strategy (6/31) ◆ Board approval of WO with Weber Shandwick (6/11)	◆ Complete messaging development (7/20)			◆ Begin training Navigators (8/1) ◆ Develop collateral material (early August) ◆ Outreach & OE strategy (August Board meeting)					◆ Direct Communications (TBD) ◆ Monthly Communications (TBD) ◆ OE Launch readiness outreach (Oct)	◆ Complete created development (10/8) ◆ Campaign rollout – soft launch (mid-October) ◆ Campaign rollout – full (late October)	◆ Complete statewide media tour (10/30)	◆ Monthly Communications (TBD) ◆ Monthly Communications (TBD) ◆ Monthly Communications (TBD)														◆ Monthly Communications (TBD)				
Premium Billing					◆ Finalize process flows (5/22) ◆ Complete inventory of known issues to fix (5/22) ◆ Review prioritization of process flow (5/29) ◆ Exec sponsor endorsement of prioritization (6/1) ◆ Short term wins (6/12) ◆ Long term solutions (6/26)					◆ Draft future state roadmap (7/3)																														
Operations Readiness					◆ Complete redetermination plan; forecasting; hiring plan (6/12) ◆ Complete OE plan; forecasting; hiring plan (7/15) ◆ Define hours of operation & extended days for OE (7/15) ◆ Board approval of Dell staff work order (Jul or Aug Board mtg)					◆ Finalize paper app and verification staffing plan (8/15) ◆ Complete redetermination and R6.5 call in / walk in center training (8/17) ◆ Complete new hire class #1 (8/14) ◆ Complete new hire class #2 (9/11) ◆ Complete new hire class #3 (10/2)																														
Release Management					◆ Release 6 Code Drop 1 (5/29) ◆ Release 6 Code Drop 2 (6/22) ◆ Release 6 Code Drop 3 (7/2) ◆ Release 6.5 Code Drop 1 (6/18) ◆ Release 6.5 Code Drop 2 (7/13) ◆ Release 6.5 Code Drop 3 (8/5)					◆ Release 6 production deployment (7/10) ◆ Release 6.5 Code Drop 3 (8/5) ◆ Release 6.5 production deployment (8/14)			◆ Release 7 Code Drop 1 (mid-Aug) ◆ Release 7 Code Drop 2 (early Sept) ◆ Release 7 Code Drop 3 (mid-Sept) ◆ Release 7 production deployment (9/24)																											
Technology Integration					◆ Dell/Optima unit testing on R6 Code Drop 1 (5/29) ◆ Board approval of Dell change order for integration test (6/11) ◆ Start Dell integration testing for R6 (6/22) ◆ End Dell integration testing for R6 regression (7/2) ◆ Start Dell integration testing for R6.5 (6/18) ◆ End Dell integration testing for R6.5 regression (8/1)					◆ Start Dell integration testing for R7 (early Sept) ◆ End Dell integration testing for R7 regression (mid-Sept) ◆ Start payment portal for R7 (mid-Sept) ◆ Start provider search for R7 (mid-Sept) ◆ End provider search / payment portal for R7 (9/24)																														
CCA / MassHealth Service Model					◆ Draft initial vision document for CCA/MH shared services (6/8) ◆ Complete initial vision document (6/15) ◆ Complete IDP training documents (6/26) ◆ Conduct IDP training (7/1) ◆ Identify potential staffing needs (TBD)					◆ Develop training document (7/13) ◆ Complete virtual cross-functional shared services in place (8/1) ◆ Launch training documents (8/1) ◆ IDP process in place (8/1)																														
Renewals and redeterminations					◆ CMS approval for 2016 renewals/redeterminations (early June) ◆ Complete roadmap for QHP/QDP renewals (early June) ◆ Send Renewals and redeterminations proposal to CMS (6/12) ◆ Initiate bi-weekly meetings (06/12) ◆ Negotiate final approval with CMS (prior point of no return) (6/12)					◆ Release 6.5 (8/14) ◆ Deploy notices after R6.5 (staggered) (mid-Aug – early Sept) ◆ Final redeterminations/renewal notices (9/24) ◆ Plans loaded into system w/mapping (10/9) ◆ Batch checkout for plans (11/19) ◆ Send Jan notices (12/1)																														
CMS					◆ Determine initial release schedule for Dental renewals (5/29) ◆ Define dental renewal process (6/12) ◆ Develop member communications plan (7/17) ◆ Develop high level work around (6/12) ◆ Develop implementation plan (6/26)					◆ Develop training plan and materials (9/11)																														
Dental					◆ Planning (5/30) ◆ Develop requirements (ASAP)					◆ Integration with Centive & Dell (7/31)			◆ Complete testing: hCentive & Dell (9/1) ◆ Deploy essential core functionality (9/1) ◆ Deploy remaining functionality (9/30)																											
Online Payment Portal																																								

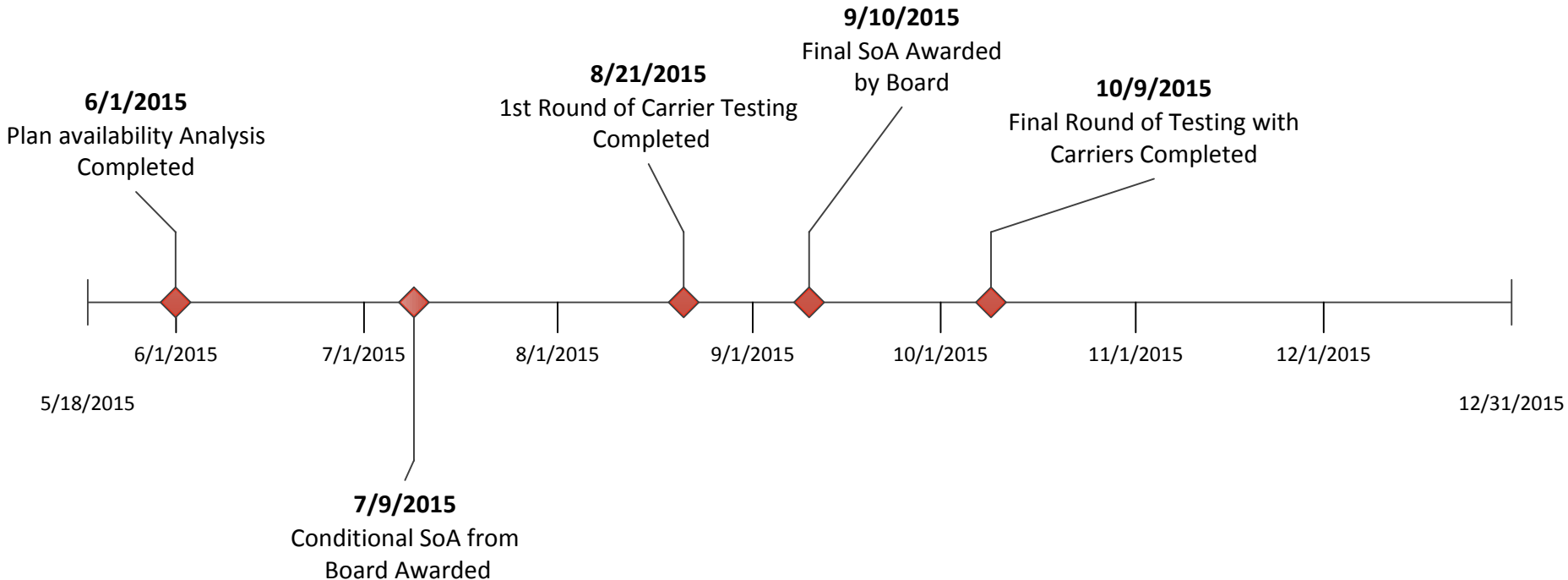


Major Work Threads for Open Enrollment

Plan Management

Goal: Responsible for the Plan Year 2016 Seal of Approval (SoA) process, including ConnectorCare activities and the loading and testing of all Qualified Health Plans (QHPs) and Qualified Dental Plans (QDPs) in hCentive for Open Enrollment (OE)

Key Milestones:



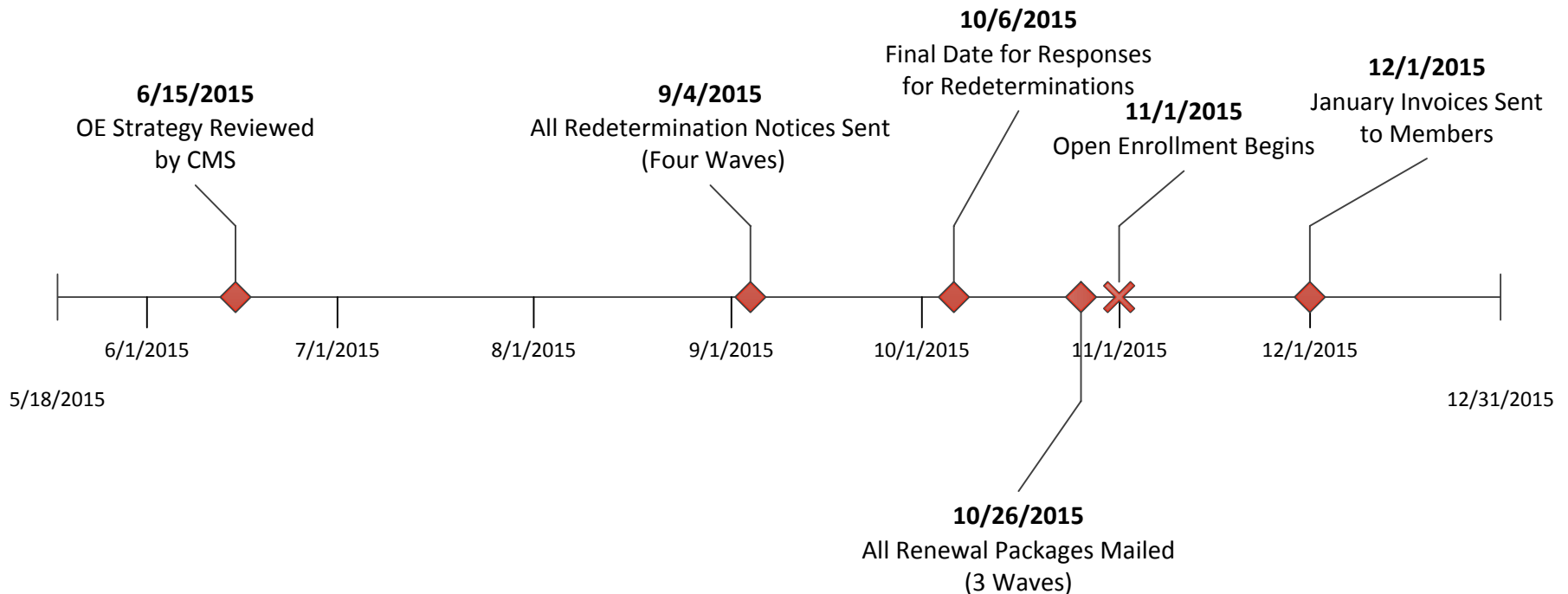
Renewals & Redeterminations (QHP & QDP)



Goal: Manage process for redeterminations and renewal coverage for the 2016 benefit year for current Health Connector QHP and QDP enrollees

2015 vs 2016: “Passive” enrollment process – no need for action by members if satisfied with their current plans

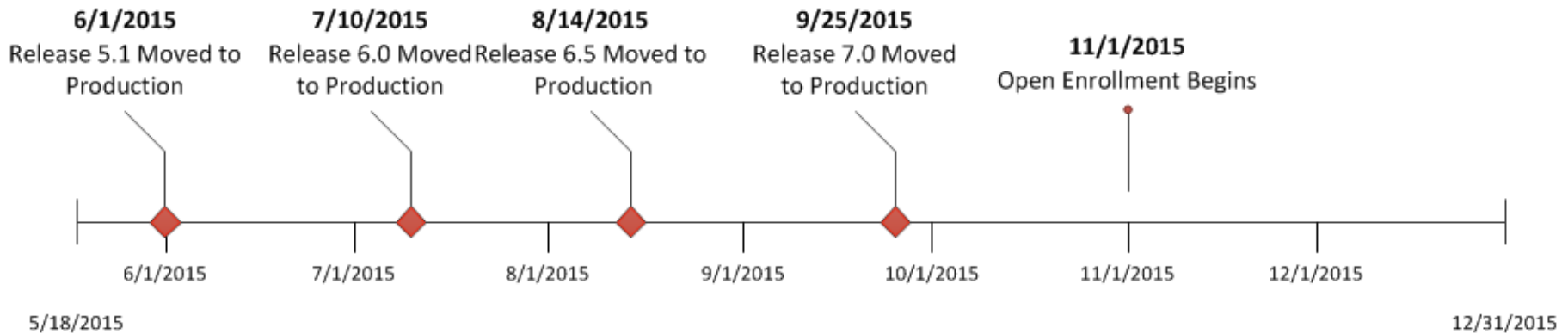
Key Milestones:



Release Management

Goal: Encompasses the management and delivery of all new functionality in the hCentive system prior to OE 2016

Key Milestones:



*Further details to be provided in HIX/IES update to follow

Next Steps

- Finalize Detailed Project Plans
- Finalize Success Criteria for each Work Thread
- Develop Contingency Plans
- Present Conditional Seal of Approval (SoA) at the July Board Meeting
- Begin Testing of Release 6.5 Functionality
- Obtain Approval from CMS on Renewals and Redeterminations Strategy