Customer Experience Project (CXP): Status Report

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Health Connector Board of Directors, July 9, 2020
Agenda for Today

- Cutover and Go-Live Summary
- Enrollment and Premium Billing (Softheon) Status
- Contact Center and Back Office (Faneuil) Status
Cut-Over and Go-Live Summary
Cutover and Go-Live Summary

Summary of milestone activities throughout the cutover plan

- **6/12**: Standard Operating Procedures Complete
- **6/16**: Primary / Full Softheon Conversion Complete
- **6/23**: NTT Transfers Auto-Pay Processing
- **6/26**: Reporting Complete
- **6/8 - 6/26**: Faneuil Contact Center Agent Training
- **6/29 - 7/10**: CUT-OVER WEEK (See Below)
- **7/4 - 7/5**: SMOKE TESTING
- **7/6**: Softheon Day 1 Processing Begins
- **7/6**: Softheon Contact Center Opens 8:00 AM
- **7/6**: Softheon Bill/Invoice Processing

CUT-OVER WEEK:
- **6/30**: Payment Portal Unavailable 6:00 PM
- **7/1**: Final NTT Bill/Invoice Includes Softheon PO Box
- **7/2 - 7/3**: Softheon Incremental Conversion
- **7/4 - 7/5**: Conversions Balanced & Validated
- **7/6**: Member Portal & IVR Available
- **7/7 - 7/8**: Faneuil CRM Incremental Conversion

**Payment Portal Unavailable 6:00 PM**

**Member Portal & IVR Available**
Cutover and Go-Live Summary

The Health Connector is live on its new customer service platform.

- Detailed hour-by-hour cutover plan was successfully leveraged for the system go-live checklist throughout the week of June 30, 2020
  - Over 700 itemized tasks were tracked through completion
  - Around the clock participation from many participants, including Optum, NTT, Softheon, Faneuil and Health Connector staff
- Softheon and Faneuil systems were launched to the public on July 5, 2020 around 9:30 AM
- First live contact center call with an agent occurred on July 6, 2020 at 8 AM
Enrollment and Premium Billing Implementation
Softheon Implementation for Enrollment and Premium Billing: Highlights

- Data Conversion Summary
  - Data for the 2018, 2019 and 2020 plan years were converted into the Enrollment and Premium Billing system through two conversion activities; a full data conversion in June and an incremental conversion in July

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<th>June (Full)</th>
<th>July (Incremental)</th>
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<td>Autopay</td>
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Softheon Implementation for Enrollment and Premium Billing: Highlights

- **HIX Integration**
  - The new member portal is viewable to members and agents via the HIX
  - Enrollment, effectuation and notice transactions are successfully transferring between HIX and the new Softheon system

- **EDI Transmission with Carriers**
  - All 11 carriers have received 834 audit files and 834 daily enrollment transactions from the new system

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<thead>
<tr>
<th>Processing Highlights 7/5 – 7/7</th>
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<tr>
<td>Enrollments from HIX</td>
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Softheon Implementation for Enrollment and Premium Billing: Stabilization

- The team is actively monitoring system performance and logging issues where applicable
- An open line has been available all week to facilitate the triage of issues as they arise
- Critical issues identified through the stabilization period will be resolved with a hot fix; others will be scheduled for a future release
- All issues identified within the first six months of go-live are covered as part of the warranty period
- Next scheduled release is planned for July 30, 2020, which is in conjunction with the HIX R21 release that will deliver Open Enrollment enhancements for plan year 2021
Contact Center Implementation
Faneuil Implementation for Contact Center & Back Office: Progress to Date

- Call Center Performance:
  - The contact center took its first call on Monday morning at 8 am as expected
  - Since go-live, the performance has not met expectations due to three primary issues
    - Actual staff headcount lower than projected
    - Underpreparedness – e.g., log on issues, mostly due to training, which has hampered agents being able to take calls
    - Longer than expected call handling
  - These items have driven up repeat call volume up which then created further performance deterioration
Faneuil Implementation for Contact Center & Back Office: Progress to Date

- **Call Center Remediation:**
  - Faneuil will be contracting with NTT Data systems to bring their call center and back office staff on as subcontractors through the end of Open Enrollment 2021
    - Contract negotiations are almost complete and we expect signatures momentarily
    - Close to 90 staff of various levels will be trained on the Faneuil and Softheon systems
  - The benefit of this remediation plan is NTT agents know the CCA program policies, processes and the HIX system so their training time is shortened
    - We believe training can be 3-4 days rather than 3-4 weeks
  - Faneuil is working on a plan to have some portion of the NTT agents able to take calls as soon as next week
  - In addition, Faneuil has a class of approximately 30 of their own agents coming on-line on July 20
  - Between these items, Faneuil should be stabilized in time for the July payment deadline