Health Connector Operations (VOTE)

JASON HETHERINGTON
Director of Technology Strategy & Services

Board of Directors Meeting, July 10, 2014

Background

- Dell Marketing, L.P. (Dell) has partnered with the Health Connector since 2008

- At the last Health Connector Board meeting, we obtained approval to leverage Dell's support for critical new Health Insurance Exchange (HIX) portal integration work needed to ensure we have a viable consumer experience for 2015

- Alongside Optum and hCentive, Dell's commitment allowed us to successfully achieve the milestone completion of Release 1 proof of concept deliverables for the new HIX portal integration

- Today, we are once again seeking approval to engage Dell's support in helping achieving future HIX portal integration milestones critical for our path forward to 2015

- To date, Dell has produced documentation and developed proof of concept, laying the groundwork for integration with either an hCentive or Federally Facilitated Marketplace (FFM) platform so that we can move forward with the implementation

- These work orders will allow us to begin the critical implementation work necessary for open enrollment this fall

Dell Work-to-Date on Dual Track (Technical View)

1. Current Dell Environments
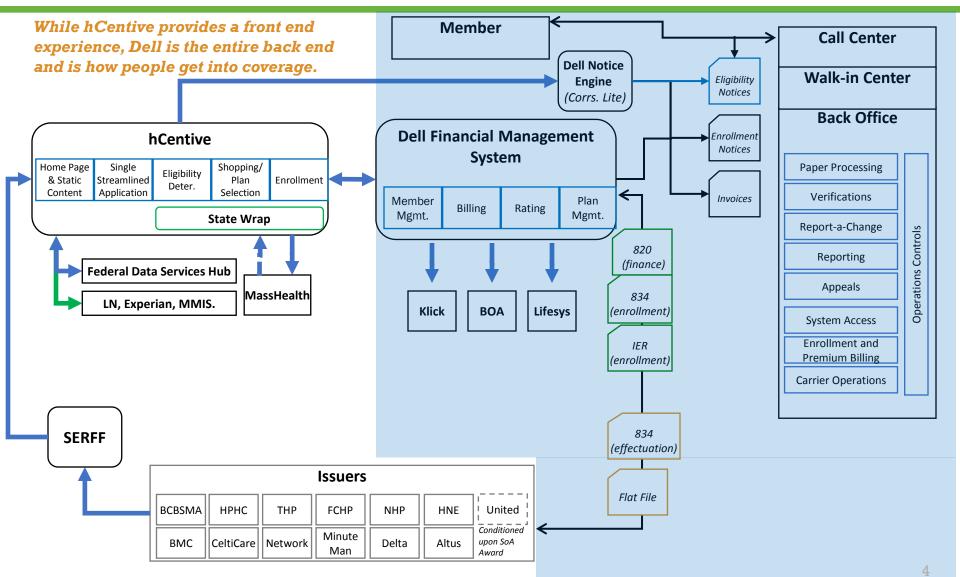
| DEV | SIT | UAT | PROD | CCC | SUP |

2. Assessment ($112,000): Documentation outlining necessary activities to integrate with hCentive and the FFM

   – hCentive Integration Analysis

   – FFM Integration Analysis

3. Proof of Concept Environments, initial development and detailed requirements ($350k hCentive, $400K FFM):

   – hCentive System Requirements Specification creation & hCentive Project Plan

   – FFM System Requirements Specification creation & FFM Project Plan

| hC (PoC) | FFM (PoC) |

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.

Member

hCentive
- Home Page & Static Content
- Single Streamlined Application
- Eligibility Deter.
- Shopping/ Plan Selection
- Enrollment

State Wrap

Federal Data Services Hub

LN, Experian, MMIS.

MassHealth

SERFF

Dell Notice Engine *(Corrs. Lite)*

Dell Financial Management System
- Member Mgmt.
- Billing
- Rating
- Plan Mgmt.

Klick **BOA** **Lifesys**

Eligibility Notices

Enrollment Notices

Invoices

820 (finance)

834 (enrollment)

IER (enrollment)

834 (effectuation)

Flat File

Call Center

Walk-in Center

Back Office
- Paper Processing
- Verifications
- Report-a-Change
- Reporting
- Appeals
- System Access
- Enrollment and Premium Billing
- Carrier Operations

Operations Controls

Issuers

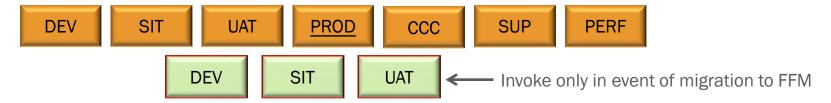| BCBSMA	HPHC	THP	FCHP	NHP	HNE	United
BMC	CeltiCare	Network	Minute Man	Delta	Altus	*Conditioned upon SoA Award*

Additional Work Required

- New Production Environments for hCentive with capability to build in event of FFM migration

DEV	SIT	UAT	PROD	CCC	SUP	PERF

DEV	SIT	UAT

← Invoke only in event of migration to FFM

- Development and testing work for the new hCentive HIX portal integration

- The work above (new production environment setup and hCentive integration) will be subject to a fixed budget ceiling, with actual payment tied to time and resources

- Additional work required to support Dell-FFM integration will be addressed through a separate work order on a time and resource basis, allowing the Health Connector to closely manage costs on the FFM track

Overview of Work Orders

Today, we are seeking the authority to execute three distinct work orders with Dell to support upcoming integration activities.

- The first work order relates to a workaround we are seeking Dell to perform in order to accept inbound 834 files from carriers

  - Inbound 834 files provide critical reporting from carriers to confirm membership and enrollment data for internal as well as CMS reporting purposes

  - Implementation of the inbound 834 gateway is "carry over" work from our initial implementation that will be installed in our existing environment and also leveraged in our new HIX portal integration environment

- The second work order pertains to development of the new physical environment set-up for the new HIX portal integration

  - At the last Health Connector Board meeting, we received approval to move forward with the development of a "proof of concept" environment, which allowed us to develop an environment to demonstrate our capability to effectuate enrollment and billing as part of Release 1

  - This new work order will allow us to install a new production environment in which actual enrollment and billing will be effectuated during Open Enrollment

  - This work order will allow for environment set-up for either hCentive or the Federally Facilitated Marketplace (FFM), depending on which path is selected

- The third work orders relate to work Dell will perform to implement enrollment and billing functions as part of the new HIX portal integration

  - This work order will leverage the new physical environment while also using existing code and configuration from the existing Financial Management System (FMS)

Work Orders in Detail

Work Order	Background	Scope	Timeline	Cost
Inbound 834 Integration	This work order will allow for the ability to accept enrollment data on the Inbound 834 from insurance carriers in order to confirm that enrollment on a per member basis has been effectuated. This work is a carry-over from our original implementation, will be leveraged in our new HIX portal integration and is required in order to accurately report membership data to CMS. Development of the inbound 834 Exchange will ensure the outbound 834 being delivered to CMS occurs after the inbound 834 is received and processed, thus, ensuring data transmitted to CMS is as up to date as possible and accurately reflects membership with each carrier.	The scope of the work order includes development of an updated companion guide, development of necessary file specifications to accept the input data from carriers as well as mapping established with each carrier to receive a specified format.	Work is expected to commence upon approval from the Board.	Initial cost of this work order is **$465,971 plus ongoing monthly cost of $8,158**. Costs are comprised of flat file ($33,000), X12 translator ($30,000) and 834 solution ($402,971).

Work Orders in Detail (cont'd)

Work Order	Background	Scope	Timeline	Cost
New HIX Environment Set-Up	This work order is being initiated in order to set up the new physical environment needed to effectuate enrollment and premium billing as part of the New HIX Portal Integration. As part of Release 1 for the new HIX portal integration, we established a "proof of concept" environment. We are now seeking approval to move forward with developing the new production environment.	The scope of this work order includes hardware implementation, networking set-up and creation of 7 dedicated environments to support the new HIX portal integration, including configuration, reporting, development integration, system integration, user acceptance, production and training environments. Ongoing maintenance, as well as system performance monitoring are also included.	The term of this work order extends from July 2014 through February 2015.	Total maximum cost of **$3,964,642** comprised of hardware and software licensing ($1,572,000), development ($2,069,642) and oversight ($323,000).
Implementation of FMS for new HIX portal integration	This work order accounts for further development work for the new HIX portal integration, leveraging code and configuration from the existing production environment being built on the new physical environment. Once the environment set-up is complete, additional development work is required to configure the Financial Management System (FMS) in order to effectuate billing and enrollment.	The scope of this work order includes partitioning the existing FMS in order to continue to maintain existing membership while also adding members enrolling through the new HIX portal to the FMS. Implementing new HIX billing requirements, adding plans and rates and implementing intake of the 834 interface developed as part of the proof of concept as well as integration, quality assurance and testing are also included.	The term of this work order extends from July 2014 through November 2014.	Total maximum cost of **$3,231,000** is comprised of solution development ($2,545,000) and oversight ($685,000).

VOTE

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