



*Operations Committee Meeting
2014 – 2015 IT Budget and Plan Review*

2014 – 2015 IT Budget and Plan Review

- Technology Strategy
- Technology Budget Update
 - July 1, 2014 to June 30, 2015 – Technology Budget
- Release 2.X
 - Scope summary
 - Status
- Shared Eligibility Service
 - Overview
 - Status

High Level 3 year roadmap

2016 – FINALLY “REACH THE SUMMIT”

Business as usual technology operations. Predictable ‘run’ environment with ability to deliver on new project requests efficiently.

- All IT management processes fully deployed
- Continuous improvement program in place
- Metric driven IT organization
- Predictable IT cost base
- Self service business reporting
- Full sourcing strategy benefits realization

2015 – THEN “STABILIZE”

Implement the ‘run’ strategy. Stabilize the technology in production and reduce overall technology spend in line with sustainability targets. Moving to a variable IT cost where possible.

- IT management standards (ITIL) implemented
- Architecture enhancements complete
- Key contracts renegotiated, sourcing re-balanced
- Operational cost base established with variability where possible
- Application Programming Interface (API) for Individual and SHOP enrollments implemented
- Consulting support significantly reduced

2014 – FINISH THE “BUILD”

Complete the implementation of the marketplace and eligibility system builds as planned. Develop ‘run’ strategy.

- 1.x marketplace functionality deployed
- Release 2.0 marketplace functionality deployed
- Shared Eligibility System deployed
- IT strategy developed
- Sourcing strategy / new Service Level Agreements (SLAs) developed
- C4 IT Team fully resourced
- Architecture review complete and enhancements started
- Capacity planning complete

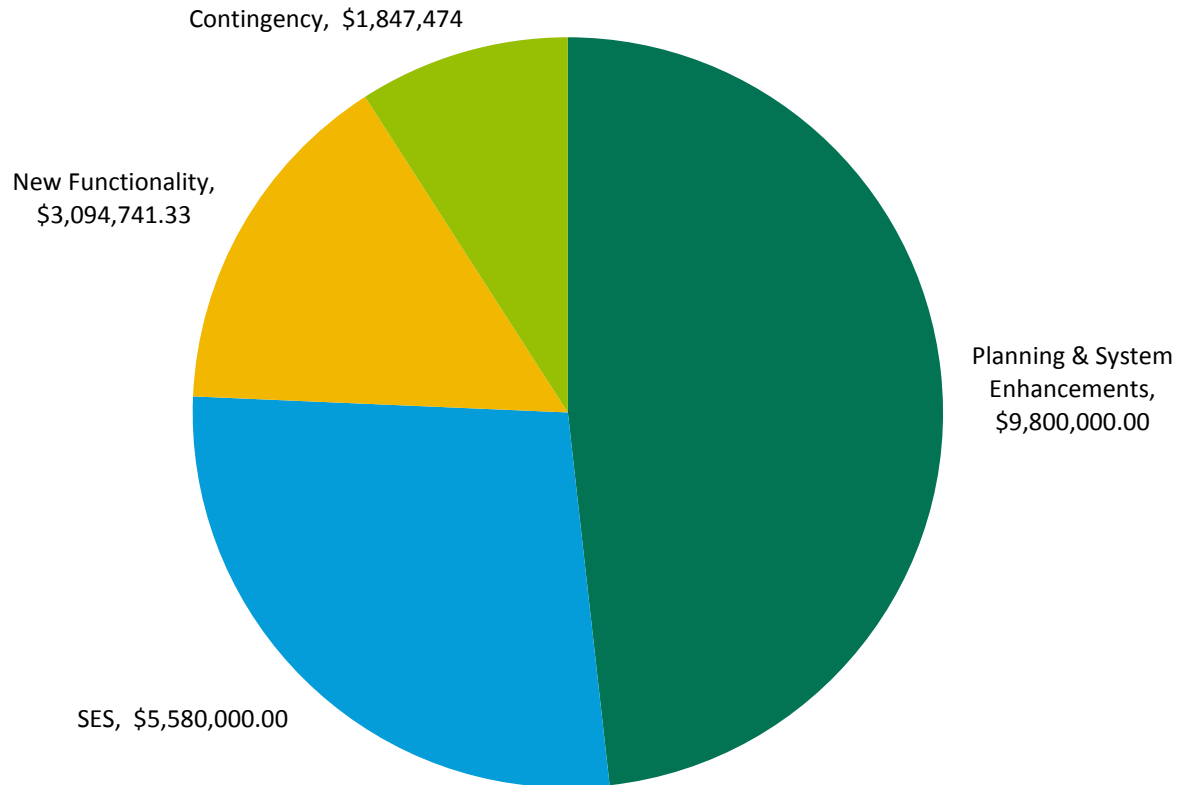
Base
Camp
Start

2014-2015 Technology Budget Drivers

- Continued development of the Marketplace and supporting systems:
 - To improve self-service and automation
 - To simplify the system architecture to reduce maintenance and support costs
 - To deliver remaining CMS requirements
 - To improve reporting capabilities
 - To provide improved tools for our external partners
- License fees for Marketplace, Service Center and Office Support Systems
- Improvements to CRM system
- IT Equipment

2014-2015 Fiscal Year Technology Costs

Total 2014 New Development Costs = \$20.32M*



*Does not include \$8.37M operational costs or balance of original Tech Contract

Funding the Technology Implementation Budget

| | |
|--|----------------|
| Total estimated new development cost | \$18.47M |
| Contingency (10%) | <u>\$1.85M</u> |
| Total Funding Need | \$20.32M |
| | |
| Federal Grant Funding | \$17.1M |
| Technology Enhancement/Replacement Reserve | <u>\$3.22M</u> |
| Total Funding | \$20.32M |

2014 - 2015 System Development Goals and Key Initiatives

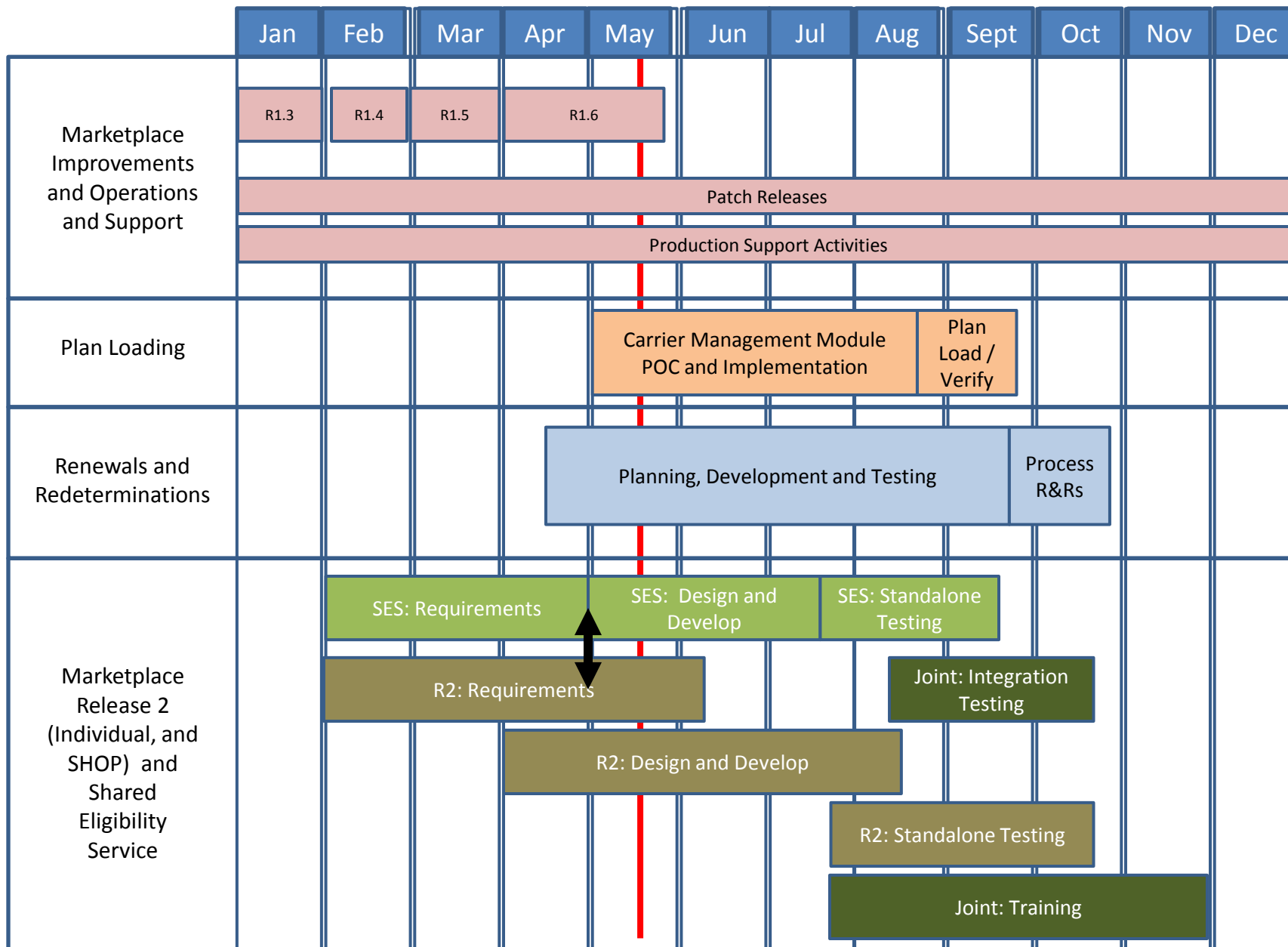
| Technology Goals / Key Initiatives | 2014 Initiatives | | | | | | 2015 Initiatives |
|--------------------------------------|----------------------------|----------------------------------|--|-------------------------|---------------------------------|--|--|
| | Shared Eligibility Service | Implement Plan Management Module | Process Renewals and Re-determinations | Implement hCentive R2.0 | Integrate with Google Analytics | API for SHOP and Individual enrollment | Key 'roadmap' projects |
| Increase Self Service and Automation | ☑ | ☑ | | ☑ | | ☑ | <ul style="list-style-type: none"> • Look at hCentive Financial Management Module • Streamline noticing processes architecture • Alternatives to current EDI approach |
| Simplify Marketplace Architecture | ☑ | ☑ | | | | | |
| Deliver Remaining CMS Requirements | ☑ | | ☑ | ☑ | | | <ul style="list-style-type: none"> • Migrate remaining FDSH services to Colorado OIT Gateway |
| Improve Reporting Capabilities | | | | ☑ | ☑ | | <ul style="list-style-type: none"> • Additional Financial Management, Enrollment and CRM reports • GIS systems • Improved integration with Data warehouse |
| Better support for External Partners | ☑ | ☑ | ☑ | ☑ | | ☑ | <ul style="list-style-type: none"> • Improvements to training environments and tools |

Marketplace 2.0: What are we getting?



| Area | Key Ingredients |
|------------------------|--|
| SHOP | <ul style="list-style-type: none">• Improved usability for employers and brokers• Better visibility into status of employer enrollment activities• 'Quick quote' function allows employers and brokers to view plan options and prices without having to complete enrollment• Support reference plans• Support for SHOP renewals |
| Individual | <ul style="list-style-type: none">• Integration with Shared Eligibility Service (SES)• Clearer paths for individuals (FA vs Non-FA) and employees• Renewals and redeterminations• 1095 reporting• Improved usability• Changes to consumer decision support tools |
| Agent (broker and HCG) | <ul style="list-style-type: none">• Integrated proposal system• Improved transparency into process• Support for additional functions being delivered for SHOP and individual portals |
| Service Portal | <ul style="list-style-type: none">• Support for additional functions being delivered for SHOP and individual portals |

Connect for Health Colorado – 2014 Marketplace Activities



Shared Eligibility Service (SES)

What are we getting with SES?

- Single integrated application and shared rules engine between C4 and HCPF
- Enables self-service eligibility determination for Medical Assistance for individuals and families
- Includes single-sign on between the Marketplace and PEAK
- Streamlined account creation process
- Shared verifications including calls to FDSH and other state data sources
- Shared eligibility noticing

Questions?

