







### Renewals and Plan Management

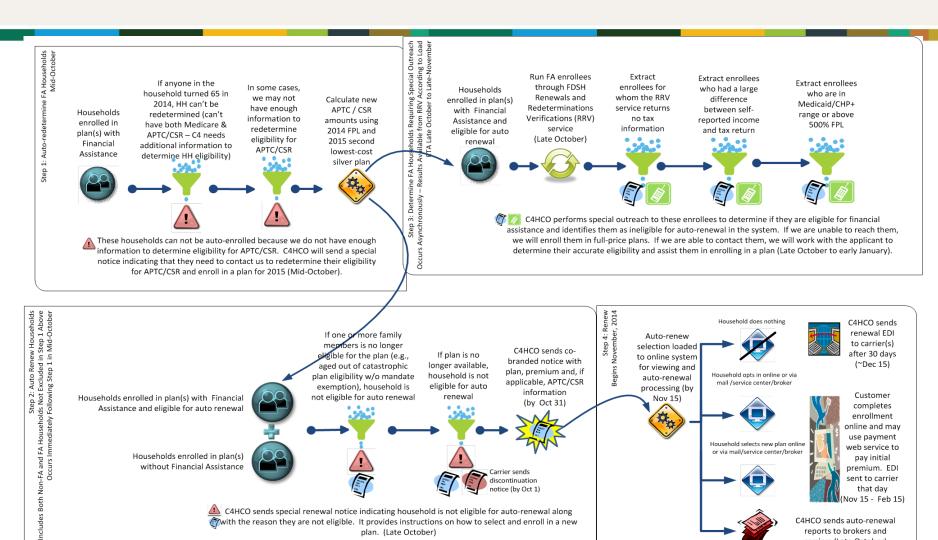
August 11, 2014 Board Meeting

## **Topics**

- Renewals and Redeterminations
  - Overview and Timeline
  - Technology Implications and Operational Considerations
  - Expected Volumes



#### Renewals and Redeterminations Overview



#### \*Picture also sent separately



Nov 15 - Feb 15)

C4HCO sends auto-renewal

reports to brokers and carriers (Late October)

C4HCO sends special renewal notice indicating household is not eligible for auto-renewal along

with the reason they are not eligible. It provides instructions on how to select and enroll in a new plan. (Late October)

# Renewals and Redeterminations – Technology and Operational Timeline



	Aug	Sept	Oct	Nov	Dec	
Develop and test code						
Extract and clean data		(A)				
<u>Critical dependency:</u> Plan data verified and loaded into PROD, SLCSP available, APTC Calculator Service Available			•			
Online pre-shopping and SES						
Run batch job for 'Step 1: Auto Redetermine FA' including creation and distribution of notices						
Run batch job for 'Step 2: Auto Renew Households' including noticing households						
Customers receive notices						
Run batch job for 'Step 3: Determine FA Households Requiring Special Outreach'			<b>A</b>			
Outbound call campaign to 'Special Outreach HH'						
Load renewal data into hCentive online system			(\$			
Open Enrollment Begins						
Customers have 30 days to report changes before C4HCO can send EDI to carriers						
Send 'no-touch' renewal EDI to carriers					***	