

Operations Meeting Minutes
Connect for Health Colorado Meeting Room
East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
January 15, 2015
7:30 AM – 9:55 AM

Board Members Present: Arnold Salazar and Nathan Wilkes.

Board Members Joining via Phone: Susan Birch, Davis Fansler, Eric Grossman and Marguerite Salazar.

Staff Present: Marcia Benshoof, Luke Clarke, Gary Drews, Proteus Duxbury, Karen Phillips, Alan Schmitz, Lisa Sevier, James Turner and Adele Work.

I. Welcome and Introductions

- Operations Committee Chair Nathan Wilkes called the meeting to order at 7:30 am and welcomed those in attendance, both in-person and on the phone.

II. Contracts Approvals

- New Oracle virtual machines for Oracle Identify Federation (OIF) - \$154,000/year: New virtual servers to enable federation between the Shared Eligibility System (SES) and Connect for Health Colorado.
- Additional Oracle virtual machine for OIF to smooth Office of Information Technology (OIT) testing - \$28,000/Year: New virtual machine server in support of better testing between SES and Connect for Health Colorado.
- Carrier Coordination Team (CCT) CR - \$1.9 mil/remainder of calendar year: This is a plan to transition the Carrier Coordinator Team from CGI to the Marketplace.

Mr. Duxbury addressed the first and second contract recommendations for virtual machines (VMs). The VM's are Linux servers which will host the Oracle software.

Sue Birch asked for any options other states have considered to move away from Oracle Software. Mr. Duxbury stated he was not aware of any other exchanges migrating from Oracle. Oracle is expensive; however, it is the best software for this type of integration. A migration from the Oracle software would be too disruptive during this time of stabilization. Additionally this contract ask is not an Oracle cost but rather a CGI cost to support the Oracle Software.

Mr. Duxbury stated the Oracle virtual machines for OIF is a monthly commitment, which allows the Marketplace to keep options open for future strategic decisions.

Mr. Wilkes called for a vote of a recommendation to approve the Oracle virtual machines for OIF, inviting all voting Board members to participate, the recommendation passed unanimously as follows:

Yes: Davis Fansler, Eric Grossman, Arnold Salazar and Nathan Wilkes

No: None

Abstain: None

Mr. Duxbury noted that the additional Oracle virtual machine for OIF to smooth OIT testing, was added due to a need that just emerged. The contract comes in under the \$150,000 range, but has been added to help keep the Board informed.

The Oracle virtual machine for OIF to smooth OIT testing contract will bring on one additional Linux server to host the Oracle OIF solution in the stage environment. This will allow the Marketplace to be quicker and help meet the deadlines that the Office of Information Technology (OIT) and Deloitte will have on implementing functionality within PEAK.

Mr. Duxbury further explained that while this extra server is not critical to the Marketplace, it will give the Marketplace the ability to be quicker at making SES releases in parallel with OIT. Without it there will be a time delay in release environments.

Mr. Wilkes called for a vote of a recommendation to approve the Oracle virtual machine for OIF to smooth OIT testing, inviting all voting Board members to participate, the recommendation passed unanimously as follows:

Yes: Davis Fansler, Eric Grossman, Arnold Salazar and Nathan Wilkes

No: None

Abstain: None

James Turner, Director of Enterprise Architecture, introduced the third contract for the Carrier Coordination Team.

Adele Work explained that there is an efficiency gain in moving from contracting a Carrier Coordination Team with CGI to Connect for Health Colorado creating its own Team. Additionally the team will reduce costs and it is a long term need; which will allow the Marketplace to be self-sufficient in the areas needed.

Eric Grossman suggested evaluating third party system design tools around 834/820 transaction reconciliation that, over time, could drive more efficiency to the Electronic Data Interchange (EDI) process. He would like to see if there are other options to improve efficiency long term with a technical solution. Mr. Turner agreed, stating the Marketplace has already been looking into other vendors.

Marcia Benshoof explained that a focus over the next year will be to examine a level of accountability with carriers. Specific to what the end to end process will look like for key transactions and measuring compliance on both sides. Adding that the carriers are very good partners and the investment in the relationship is worth it.

Ms. Work clarified that the plan is to move from customizing the process for various carriers to a more standardized interface which could mean migrating more towards something similar to the Federally Facilitated Marketplace (FFM).

Mr. Drews added that the Marketplace has many different carriers and some of the small carriers may not have the same resources as the large carriers so the Marketplace will need to adapt processes to them on some level.

Mr. Grossman emphasized the importance of ensuring from a procurement perspective that we continue to get the best available rate for services from our third party partners.

Mr. Duxbury stated that the Marketplace has engaged a consultant to help protect the Marketplace's interests in that regard. Additionally it is on the radar to evaluate all contracts and renegotiate them when necessary, this will happen within the current quarter and next quarter.

Mr. Wilkes called for a vote of a recommendation to approve the Carrier Coordination Team contract, inviting all voting Board members to participate, the recommendation passed unanimously as follows:

Yes: Davis Fansler, Eric Grossman, Arnold Salazar and Nathan Wilkes

No: None

Abstain: None

III. **Technical Issues Update**

Mr. Wilkes started a discussion around the Technical Issues Update to be along the macro and global issues. Specifically to be proactive and understanding the Marketplace's strategic role involving these issues.

Ms. Work explained that a considerable amount of issues are not technical issues, rather they are issues with transparency of the application and some people's inability to complete the application without assistance. This caused customers to get stuck in the process.

Mr. Wilkes noted that between the code being ready and Open Enrollment, there was not a lot of time for testing. He recommended, prior to the next enrollment cycle, focus groups be included in the testing phase. Mr. Drews agreed and added that with the current Open Enrollment there are many Brokers and Health Coverage Guides who have gone through the issues and their feedback has been priceless.

Ms. Work discussed an ongoing issue that the payload being used in the SES for 'Report My Change' (RMC) doesn't consistently contain all the information needed in order to process it in the Marketplace System.

Ms. Birch explained that this is a situation where, due to lack of time, interfaces weren't built that would allow the systems to correctly populate. Further stating that there is a disconnect with the Medicaid and Marketplace Service Centers. There needs to be more combined structures so that both centers can better help the customer regardless if it is a Medicaid or Advanced Premium Tax Credit (APTC) issue.

Mr. Drews agreed that this is a consideration, adding that this leads to the 'No Wrong Door' policy implementation strategy. This impacts the call centers and who has access to which system. If the goal is to be all things to everyone through both the Marketplace and Medicaid, then both entities need to

make sure they aren't duplicating efforts and that both centers have the same service levels for everyone and are adequately resourced financially. Additionally, if this ends up being the case, then the Marketplace becomes the outer face for all customers including Medicaid.

IV. Public Comment

Mr. Wilkes opened the meeting for public comment.

Elizabeth Arenales, Director of the Colorado Center on Law & Policy's Health Care Program, stated that the RMC function appears to be one of the most significant issues that is preventing people from getting into the eligibility process. Additionally this seems to be a key issue that is preventing people from being able to transfer from the SES to the Marketplace.

Ms. Arenales, expressed concern that the short term fixes won't come in time to help impact this enrollment period. Adding that if the long term fixes aren't in place until the end of the third quarter, there is a concern of a repeat of this year.

Finally, Mr. Arenales mentioned concerns of the wait times at the call center.

Ms. Benschhoff explained that though the call center is staffed to capacity, call volume times are up by 25% due to the eligibility process issues. And although there is a call back function for the call center – allowing people in the queue the ability to request a call back rather than continuing to wait on hold. However, the call center does not have the capacity to utilize the call back system at this time.

Joel Watson, a customer, stated that the customer service center has not been able to resolve his issue after reporting an income change in November. Staff will follow up with Mr. Watson after the meeting.

Mr. Duxbury stated that the interface system between the SES and the Marketplace portals are currently working. The original defects were addressed in December, by warranty. CGI continues to monitor the system to ensure all issues get fully closed. The eligibility support contract that was approved at the Board meeting on Monday will be looking at a temporary solution that will allow CGI to mitigate against the problem of RMC not working. Part of this solution will be to filter and understand the payloads more efficiently to have a semi-automated interface that does work prior to the full resolution coming in the third quarter.

Meeting adjourned at 9:55 am

Respectfully submitted,

Nathan Wilkes
Operations Committee Chair