



FY2017 CAPITAL BUDGETS UPDATE

Prepared for Connect for Health Colorado Finance and Operations Committee Meeting
April 25, 2016

Agenda

- FY2016 Capital Budget and Project Status
 - Amount Approved : \$8.78M
 - Current Commitments : \$8.68M
 - Remaining Funds : \$0.1M
- FY2017 Capital Budget items
 - Recommended projects for OE4
 - Other projects still under consideration for OE4 or beyond

Goal for today's meeting:

- Approval to move forward with the recommended OE4 projects

Recommended OE4 Projects

ID	Project	Description	Cost to Build & Implement	FY2017 Savings or Revenue
1	Individual Marketplace Screen Flow Improvements	Streamline the individual marketplace application screen flow to reduce complexity. Expected benefits are a 10K reduction in calls to the call center , overall reduction in call handle times (30 second overall reduction), and increased sales.	\$165,000	\$123K savings in call center costs \$130K+ revenue (if only 750 additional customers complete their enrollment due to clean up of online process.)
2	Password Reset	Modify password reset process to reduce calls to the call center by 10K calls	\$165,000	\$123K savings in call center costs; more time for brokers and others
3	Enrollment and EDI improvements	Enhance enrollment EDI functions to improve traceability; reduce 'lost' enrollments and calls to the service center. Increase APTC reporting and carrier fee billing accuracy. Expected benefits include a 35K to 50K reduction in calls to the call center, fewer escalations and reduction in number of workarounds needed.	\$350,000	\$300K to \$400K in savings in call center costs \$500K+ in increased revenue through more accurate and timely carrier fee billing.
4	Carrier referral and lead capture for individual market customers	API and shopping changes to encourage direct individual market sales from carriers – note: this has been requested by one of our carriers. The carrier has suggested we will get 14K new enrollments – or \$2.4M	\$300,000	\$240K to \$2.4M in revenue
5	Ability to Transfer Clients Between Broker and Agency	Improve Broker and Agency functionality to reduce the number of manual workarounds needed to support Brokers and Agencies.	\$110,000	\$100K savings due to reduction in manual workarounds
6	BI Improvements	Create true BI capability to support business needs	\$120,000	\$75K reduction in M&O costs due to reduction in need for CGI resources
7	Compliance Projects	Improve system compliance.	\$132,000	N/A
	Contingency / other support	Includes security support & Spanish translation in addition to contingency	\$130,000	N/A
		NOTE: we are still working to refine the requirements and scope to see if we can deliver all of these projects for 15%-20% less than this (approx. \$1.25M)	\$1,472,000	\$~800K savings during OE4 \$740K to \$2.5M in revenue

Requesting approval to proceed with procurement of services to support the design, development, coding, testing and implementation of these projects from existing vendors (CGI and hCentive).

OE4 Projects Still Under Review

For all of these projects we are awaiting additional information to estimate costs and benefits more accurately. We will continue to pursue these projects with an expectation of providing ROI and recommendation by end of June.

	Project	Description
8	HCG / CAC	Allow HCG and CAC to support customers more effectively, and clean up HCG/CAC association processes and data. Expect to reduce calls to the call center by a minimum of 10K.
9	SHOP UI and functionality changes	Modifications to SHOP functionality to increase functionality and reduce workarounds. Expect a 3K reduction in the number of calls to the service center, and to eliminate the need for costly workarounds to support SHOP customers. We are currently spending over \$500K/year on workarounds for SHOP
10	Bulk enrollment API for SHOP	Modify the SHOP enrollment system to accept a file containing SHOP enrollments prepared by a Broker using their own system(s).
11	New corrections module for technology operations support	Although we are making significant improvements to the Marketplace functionality, there will continue to be functional gaps and one-off user requests that require manual workarounds to be performed. These workarounds require technical resources to develop, test and implement. This project would build a module to perform a variety of functions that are not supported by the system and do not have a big enough ROI to build individually. The result would be a reduction in M&O and service center costs.

We will continue to pursue these projects with an expectation of providing ROI and recommendation by end of June.

Questions