Draft Scope-of-Work (SOW) for End-to-End Review of the Shared Eligibility System (Phase I)

Concept

In November of 2014 the Shared Eligibility System (SES) was deployed in Colorado. This system has been developed to provide a seamless way and a single application for consumers to apply for health benefits including Medicaid, CHP+, CSR, APTC and QHP. However during the most recent Open Enrollment Period there were consumers who could not be assessed expeditiously or receive benefits due to a combination of system defects, integration issues with Connect for Health and a sub-optimal user experience. Two technology options are currently being considered to address these issues:

1. Enhance the existing SES system and user experience

2. Allow Connect for Health to own the determination of APTC, CSR and QHP while continuing to use the SES for Medicaid and CHP+.

The Agencies will contract with a Contractor to perform an end-to-end system evaluation of the client eligibility process of the Exchange and Medicaid to provide recommendations on how to make the SES more efficient for clients and cost effective for the state. The evaluation shall include a review of the following:

1) Shared Eligibility System and the integration points with upstream and downstream systems for example C4's module for shopping and enrolling in a plan

2) Vendors under contract by HCPF, OIT, and the Exchange related to the SES system build and operations

3) Governance of the systems, policies, and operations related to the SES

4) Federal and state law, regulations, policies, and operational standards related to the SES system build and operations.

The Contractor will provide a report with recommendations on how to resolve the technology issues that are preventing a seamless user experience for the consumer. The report must address the following questions:

- What are the main technical and operational issues that are preventing consumers from receiving a seamless user experience, eligibility determination and permission to shop and enroll in a Qualified Health Plan?

- How should these issues be addressed and what is the timeline for doing so?

- Which of the current technology options under review is the most prudent and would be most effective at addressing technical issues while aligning to the overall mission and scope of each stakeholder?

- Are there alternate technology options that may achieve these goals more expeditiously and efficiently?

Scope-of-Work (SOW)

Contractor Tasks	
1. Shared Eligibility System and the integration points with upstream and	➢ IT Review ○ Review requirements documentation and traceability through to development and testing ○ Review test scenarios, test scripts and defect logs for system, business,

Contractor Tasks	
downstream systems for example C4's module for shopping and enrolling in a plan	regressions and performance/stress testing processes o Review technical design specifications o Review end-to-end process and information flow between Shared Eligibility System, and all integrations to systems that it directly interfaces with, including the Exchange's enrollment system and how Colorado Benefits Management System (CBMS) is used to complete an application for eligibility ▪ Includes both entry points for the client: PEAK and C4 Website o Review IV&V reports o Reporting Processes and Exceptions o Review supporting network and server infrastructure for the SES o Review medium and long term roadmap for system enhancements o Review vendor, C4 and HCPF staff roles / responsibilities o Review vendor contracts o Review technology options for addressing SES issues
2. Systems and operations for helping people navigate the SES and overcoming technical issues that are preventing them from receiving an eligibility determination or enrolling in a QHP	o Review how call centers (HCPF, OIT, C4) work together o Review sample of eligibility and enrollment incidents to determine how incidents are captured, classified and then assigned to be resolved o Review how call centers identify technology issues vs. user issues vs. policy questions ▪ Review problem/issue reporting o Review vendor, C4 and HCPF staff roles / responsibilities o Review end-to-end process for resolving eligibility and enrollment issues through the call centers o Review system and call center costs including costs related to manually helping people receive an eligibility determination / enroll and to implement requested changes
3. Governance	➢ Existing governance of systems and change management process o Vendor oversight responsibilities o OIT/HCPF/C4/Governor's Office o C4 Board/Leg Oversight Committee o Project Management roles o Identify challenges with current governance structure
4. Final Report Presentation	o Final report, including findings and recommendations how to make the process more efficient for clients and cost effective for the state o Presentation of findings and recommendations