

Known Issues List - Updated for 1/15/15 Connect for Health Colorado Operations Committee Meeting

Sort	Impact (based on number of customers impacted)	System Fix Applied	Backlog	Status Including Customer Impact and Outreach	Issue	System Development Status as of 1/13/15	Next Steps
1	High	No	Yes	Open. No system fix available	NOTE: New to list since last published Customers have had difficulties understanding how to fill out the application. We have addressed and continue to address one-off issues for customers who either did not complete the application correctly, did not answer critical questions and therefore got erroneous results, or did not understand the results they received.	There is no systemic fix for this. C4HCO and HCPF have discussed use of an Avatar ('Kyla') to assist with completion of the application. This work needs to go on the CBMS work plan.	Continue to support customers with questions and issues. Continued education, production of enrollment 'tips' for our sales channels, development of plan to deploy Avatar, usability review of system with recommendations for improvements to be considered in SES / CBMS and C4HCO development plans.
1	High	Yes	Yes	Open, customers still being impacted. System fix not yet identified.	Customers' life change events/report my changes are not automatically processed in the system. This can affect customers reporting income change or household change and seeking eligibility update for 2015. Medicaid or CHP+ customers can report changes through PEAK, their county office or a Medical Assistance Site.	System enhancements will be made in late January 2015 to ease the change reporting process, with additional system changes later in the year. Connect for Health Colorado customers are advised to call and report changes to the Service Center, which will make updates manually.	C4HCO board approved additional funding for CGI to develop workarounds. C4HCO and HCPF working with Deloitte and CGI to define requirements and develop long term fix (ETA 3Q 2015)
1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue.	One-time income payments were not being end-dated and were being used as monthly income.	This issue was resolved on 12/19/2014. CBMS Users who submitted Help Desk Tickets were notified and asked to re-run the case to apply the fix. Marketplace customers that did not receive a real-time determination should have received their determination to continue their enrollment process. Other customers who received incorrect determinations and notified the Connect for Health Colorado Service Center are having their applications corrected. We are working on identifying customers who may have experienced this problem but never reported it.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment.
1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue.	Income was being compounded because an applicant's 2014 income was not being end-dated if an applicant submitted multiple applications. This resulted in incorrect eligibility determinations.	This issue was resolved on 12/11/2014. Continue to monitor. Communications went out advising people to not submit multiple applications. A new application should only be submitted when the client has not previously applied, or if their case was closed. Language changes are being considered regarding when an applicant should submit a new application. Connect for Health Colorado is making corrections to Marketplace applications submitted prior to 12/11/2014 and that were reported to the Service Center.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment
1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue	An APTC amount was being displayed for applicants denied for Medicaid and APTC.	This issue was resolved on 12/11/2014.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment
1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue	Applicants were being directed to the beginning of the application after receiving a real-time eligibility determination instead of proceeding to shop on Connect for Health Colorado.	This issue was resolved on 12/11/2014 and additional enhancements on 12/19/2014. Marketplace customers who could not finish their enrollments were asked to contact the Connect for Health Colorado Service Center.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment

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1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue	Customers were unable to check out and submit their selected plan on Marketplace.	Connect for Health Colorado corrected accounts with this identified issue on 12/17/2014 and continue to monitor it.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment
1	High	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue	Customers were unable to view their APTC/CSR eligibility in their Connect for Health Colorado account following a complete determination.	This issue was resolved on 12/12/2014.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment
1.5	Medium	Yes	Yes	A system fix was applied but we are receiving reports that customers are still encountering issues	Legal Permanent Resident applicants subject to the five-year bar for Medicaid but eligible for APTC/CSR were unable to view their correct APTC/CSR determination.	This issue was resolved on 12/19/2014. CBMS Users who submitted a Help Desk Ticket were notified and asked to re-run the case to apply the fix.	Examples of new issues have been sent to HCPF for analysis. Next steps to be determined once analysis on these cases is performed.
2	Medium	Yes	Yes	Open, customers still confused by questions. Usability changes not yet implemented.	Applicants covered for 2014 are unsure how to answer the question asking if they are currently insured. If answered yes, the applicant was unable to purchase coverage beginning 1/1/2015.	This issue was partially resolved on 12/12/2014. Communications went out to channels helping with enrollments about process to follow. Additional language changes and help text are being explored to clarify the intent of the question in the application. This change needs to be added CBMS Work Plan	Continued education of all sales channels. This is an opportunity for use of 'Kyla' until system changes can be made.
2	Medium	Yes	Yes	System fix applied, still working to enroll customers who experienced this issue	Applicants were receiving error messages (500, 404, unauthorized) at various points in the application process and shopping experience.	Some issues were resolved on 12/12/2014; other errors continue to be investigated. Marketplace customers who are still receiving error messages should work with Connect for Health Colorado Service Center to complete enrollment.	Continued outreach by C4HCO staff to customers who reported this problem and have not yet completed their enrollment
2	Medium	Yes	Yes	Open, C4HCO is working with carriers to identify customers impacted. Carrier action required.	NOTE: New to list since last published Some customers with auto-debit for 2014 premiums were auto-debited by carriers for Jan 2015 premium even though the customer did not renew with that carrier or with the same plan.	This was partly due to a policy change made by carriers and C4HCO to give customers additional time to enroll and pay for their plans. Because termination records did not go out before auto-debit processing, some carriers systems went ahead and auto-debited their customers. Not all customers were impacted. C4HCO is working with the carriers to identify affected customers and refund payments. For 2016 OEP, C4HCO to work more closely with carriers to make sure this does not happen again.	C4HCO is working with carriers to make sure that all erroneously debited funds are returned to customers. Carriers to provide timeline for refund to C4HCO.
2	Medium	No	Yes	Open, customers still confused by questions. Usability changes not yet implemented.	Applicants who state they have rental income are being asked to answer some asset questions to identify the rental home associated with the rental income. Additionally, applicants who state they have rental income are receiving requests for verification/proof of rental income. Could affect ability to get real-time eligibility determination.	It is necessary to identify the rental home associated with the rental income as identified by the applicant. If an applicant states that they have rental income, the system triggers certain asset questions related only to rental income. To help clarify what information is needed, this series of questions will be relabeled as "rental income" as to not give appearance that the non-MAGI Medicaid asset questions are triggered. This change needs to be added to the CBMS Work Plan. In regards to rental income verifications, an update is needed to accept client statement/attestation for rental income for MAGI Medicaid only. This change needs to be added CBMS Work Plan. Applicants should provide all verifications as requested.	Until system changes are made, customers with rental income will be asked these valid questions. We will continue to educate our sales channels about the need to answer these questions.
2.5	Medium	Yes	Yes	Closed, system fix applied, still working to enroll customers who experienced this issue	Connect for Health Colorado renewal customers were unable to change their health plan selection.	This issue was resolved on 12/12/2014. Note that for 2015 OEP, customers who were enrolled in an incorrect plan and have not paid the first premium bill for that incorrect plan are able to change plans (during open enrollment) by calling the Connect for Health Colorado Service Center.	Continued education of all sales channels. This is an opportunity for use of 'Kyla' to educate customers.

