



MEDICAL ASSISTANCE SITE- UPDATE AND YEAR 2 PLAN

February 22, 2016

Background and Update

Three work-streams handled by our MA Site:

- 25% of customers seeking financial assistance do not obtain a real time determination and require intervention to finalize APTC/CSR
- Verification of income, lawful presence and other requirements to enroll on the Marketplace
- Case assignment – ongoing CBMS case maintenance of any individual or family that has at least one member who is APTC eligible

July 1, 2015 – Current:

- Colorado Access is contracted for MA Site services to C4HCO
- MA Site performing very well, especially in NON RTE work
- Timeliness and customer impact much improved
- Year one cost estimated at \$1.3mil (budgeted)

Background: Board Reviewed 2 Options/Risks in April 2015

OPTION 1: Connect for Health Colorado becomes a Statewide MA site

Benefits

- Gain oversight of cases and expand ability to closely monitor workload and results
- Single site handling bulk of C4HCO customers
- Potential funding through HCPF and increased marketplace revenue could offset cost of staff
- C4HCO staff experts in CBMS AND APTC/CSR eligibility

Risks

- Projections based on limited 2014 data – cost estimates not stable
- Impact to the organizational structure at Connect for Health Colorado is difficult to project including HR, finance, audit and appeals as well as other direct costs such as leased space and infrastructure costs.
- Recruiting and retaining necessary FTE
- Limited time to stand up and MA Site, 4/15/15 - 7/1/15

Background: Board Reviewed 2 Options/Risks in April 2015

OPTION 2: Connect for Health Colorado contracts with an MA site

Benefits

- Contractor will have the ability to perform all work in CBMS
- Existing MA sites have knowledge and experience shortening the start up time
- One centralized MA site for all Marketplace customers.

Risks

- Requires extensive collaboration between all parties (MA site, Connect for Health Colorado, HCPF)
- Projected Volume of Cases changing causing costs to rise
- Third party may not be as accountable to our customers as staff would be

One Year In

- Important to review costs, projections, performance
- Management desires to evaluate insourcing the MA Site
- Colorado Access does not wish to re-contract for Year 2
- C4HCO supervisor very strong with great support of MA Site workers
- Very strong timeliness performance on eligibility and 1095b corrections
- Criteria for case assignment must be looked at
- C4HCO motivated to reduce annual spend, while improving all work streams
- Support cost allocation of the MA Site, as appropriate