



OE4 PREPARATION - UPDATE

September 12, 2016

Agenda

- Channel Training – Judith Jung
- SHOP Planning – Judith Jung
- Carrier/Plan Changes – Cliff Craig
- Assistance Network Outreach Approach – Gabriela Aguilar
- Service Center Enhancements – Karen Gordey
- Technology Projects – James Turner

CHANNEL TRAINING

Training Activities for OE4

Type	How	Audience	Length	Attendee #s	Dates
Certification and Re-Certification	LMS: e-learning	Brokers	13 modules (6 hrs. – New) 23 modules (12 hrs. – Returning)	275 in Week 1	9-1 - Ongoing
		HCGs/CACs	23 modules (12 hrs.)	150 in Week 1	9-1 - Ongoing
		Carrier Dedicated Sales Reps	21 modules (11.5 hrs.)	40 in Week 1	9-1 - Ongoing
Webinars	Live and Recorded	HCG/CAC and Program Managers	11 Webinars (1 hr. each)	~40 / Webinar	June - Aug
		Brokers	17 Webinars (1 hr. each)	~32 / Webinar	May - Aug
In-Person Trainings	Regional	Brokers	4 SHOP 13 Sessions	~40 / session	June - Aug
		HCG/CAC and Program Managers	2 day sessions (6 total throughout the state, 12 hours each.)	~90 for all sessions	June - Aug
Blended	LMS and In-Person	Service Center	3 Weeks of online and in-class training for new CSRS; additional training for specialized teams	~35 completed training	July - Ongoing
Upcoming: Building Better Health, Webinars, Regional Trainings	All Kinds	ALL	BBH Conference – 2 days Webinars – 1 hr. Regional Trainings 2-4 hrs.	TBD	Sept - Nov

SHOP PLANNING

Potential for Lower Rates & Increased Plan Choices

- **Rates for Small Businesses will be cheaper than individual rates**

The stability of rates and plans for 2017, especially compared to the Individual Marketplace, should naturally boost enrollments because the Small Business Marketplace will be more attractive to customers who, in previous years, opted out of Small Business plans.

- **Plan availability will be broader than last year**

In the case of Rocky Mountain Health Plans, PPOs and other plans will be available to a much larger section of the population, especially on the Western Slope. Anthem has also gone from 3 to 5 plans with the addition of 2 HSA plans.

- **Capability to support growth**

Current staffing in the Service Center can support up to 30% growth. Technology improvements and other opportunities exist that can also address organizational challenges associated with increased enrollment volumes.

Planning for Anticipated Growth

- **Broker Channel**
 - Conducting additional Broker training – 3 completed in Denver, 1 scheduled in Grand Junction
 - Holding additional communication/training with MGAs, especially Warner Pacific, so they can help their brokers with SHOP enrollments
 - Implementing broker-hosted CPA/C4HCO seminars to facilitate understanding of tax credit
- **Service Center**
 - Conducting additional Service Center training (CSRs, SMEs, Financial Analysts, and Financial Reconciliation specialists)
 - Reviewed defect list and identified top 4 enhancements to be delivered for OE4 to reduce ticket volume/expense and increase usability of system (10/16/2016 release)
- **Marketing & Communications**
 - Job Aids and training materials to be added to WordPress site for direct access by employers and brokers

CARRIER/PLAN CHANGES

2017 C4HCO Carriers by Market Segment

Carrier Consumer Facing Name / DBA	Individual Medical Plans		Group Medical Plans		Individual Dental Plans		Group Dental Plans	
	X		X		X		X	
Anthem Blue Cross & Blue Shield	X	19	X	5	X	3	X	2
Cigna	X	15			X	2		
Colorado Choice Health Plans	X	15	X	14				
Bright Health	X	6						
Delta Dental of Colorado					X	5	X	2
Dentegra Insurance Company					X	2	X	2
Denver Health Medical Plan	X	7						
Kaiser Permanente	X	10	X	15				
Rocky Mountain Health Plans	X	5	X	33				
Total by Participation	7	77	4	67	4	12	3	6

Number of Plans by County & Rating

Area 1 Through 7

Rating Area	County	Anthem Plans 2017	Cigna Plans 2017	CO Choice Plans 2017	Bright Health Plans 2017	Denver Health Plans 2017	Kaiser Plans 2017	RMHP Plans 2017	Total by County 2017	Total by County 2016	Difference
Rating Area 1	Boulder County	15	15		6		10		46	65	19
Rating Area 2	El Paso	15	6	15	6		10		52	82	30
Rating Area 2	Teller	15					10		25	59	34
Rating Area 3	Adams	15	15			6	10		46	77	31
Rating Area 3	Arapahoe	15	15		6	6	10		52	77	25
Rating Area 3	Broomfield	15	15		6		10		46	71	25
Rating Area 3	Clear Creek	15					10		25	48	23
Rating Area 3	Denver	15	15		6	6	10		52	77	25
Rating Area 3	Douglas	15	15		6		10		46	71	25
Rating Area 3	Elbert	15		15			10		40	51	11
Rating Area 3	Gilpin	15					10		25	36	11
Rating Area 3	Jefferson	15	15		6	6	10		52	77	25
Rating Area 3	Park	15					10		25	48	23
Rating Area 4	Larimer	15	6	15			10		46	76	30
Rating Area 5	Mesa	15						5	20	37	17
Rating Area 6	Weld	15	6	15			10		46	76	30
Rating Area 7	Pueblo	15					10		25	48	23

Number of Plans by County & Rating

Area 8

Rating Area	County	Anthem Plans 2017	Cigna Plans 2017	CO Choice Plans 2017	Bright Health Plans 2017	Denver Health Plans 2017	Kaiser Plans 2017	RMHP Plans 2017	Total by County 2017	Total by County 2016	Difference
Rating Area 8	Alamosa	15		15					30	43	13
Rating Area 8	Baca	15		15					30	43	13
Rating Area 8	Bent	15		15					30	43	13
Rating Area 8	Chaffee	15		15					30	43	13
Rating Area 8	Cheyenne	15		15					30	43	13
Rating Area 8	Conejos	15		15					30	43	13
Rating Area 8	Costilla	15		15					30	43	13
Rating Area 8	Crowley	15		15			10		40	65	25
Rating Area 8	Custer	15		15			10		40	53	13
Rating Area 8	Fremont	15		15			10		40	53	13
Rating Area 8	Huerfano	15		15			10		40	53	13
Rating Area 8	Kiowa	15		15					30	43	13
Rating Area 8	Kit Carson	15		15					30	41	11
Rating Area 8	Las Animas	15		15			10		40	53	13
Rating Area 8	Lincoln	15		15			10		40	65	25
Rating Area 8	Logan	15		15					30	43	13
Rating Area 8	Mineral	15		15					30	43	13
Rating Area 8	Morgan	15		15			10		40	51	11
Rating Area 8	Otero	15		15			10		40	65	25
Rating Area 8	Phillips	15		15					30	43	13
Rating Area 8	Prowers	15		15					30	43	13
Rating Area 8	Rio Grande	15		15					30	43	13
Rating Area 8	Saguache	15		15					30	43	13
Rating Area 8	Sedgwick	15		15					30	43	13
Rating Area 8	Washington	15		15					30	43	13
Rating Area 8	Yuma	15		15					30	43	13

Number of Plans by County & Rating

Area 9

Rating Area	County	Anthem Plans 2017	Cigna Plans 2017	CO Choice Plans 2017	Bright Health Plans 2017	Denver Health Plans 2017	Kaiser Plans 2017	RMHP Plans 2017	Total by County 2017	Total by County 2016	Difference
Rating Area 9	Archuleta	17							17	48	31
Rating Area 9	Delta	15							15	45	30
Rating Area 9	Dolores	15							15	45	30
Rating Area 9	Eagle	19	6				10		35	53	18
Rating Area 9	Garfield	15					10		25	44	19
Rating Area 9	Grand	15					10		25	55	30
Rating Area 9	Gunnison	15							15	45	30
Rating Area 9	Hinsdale	15							15	45	30
Rating Area 9	Jackson	15							15	45	30
Rating Area 9	Lake	15							15	36	21
Rating Area 9	La Plata	19	6						25	54	29
Rating Area 9	Moffat	15							15	45	30
Rating Area 9	Montezuma	19	6						25	54	29
Rating Area 9	Montrose	15							15	45	30
Rating Area 9	Ouray	15							15	45	30
Rating Area 9	Pitkin	15							15	34	19
Rating Area 9	Rio Blanco	15							15	45	30
Rating Area 9	Routt	15					10		25	45	20
Rating Area 9	San Juan	15							15	45	30
Rating Area 9	San Miguel	15							15	45	30
Rating Area 9	Summit	19	6		6		10		41	53	12

Counties with only ONE carrier option

Number of Members That Will Not Auto Renew Based Only on Plan Disruption

Counties / Rating Area 1 thru 7

Rating Area	County	Total Members as of 8/1/16	Number Members unable to Auto Renew	Lowest Cost Bronze Plan		Second Lowest Cost Silver Plan	
				Plan Name	Premium 27yr Old	Plan Name	Premium 27yr Old
Rating Area 1	Boulder	11948	3046	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 3500	\$258.93
Rating Area 2	El Paso	11074	2538	KP CO Bronze 6500/50	\$202.19	Cigna Connect Flex Silver 3500	\$253.33
Rating Area 2	Teller	549	163	KP CO Bronze 6500/50	\$202.19	KP CO Silver 3000/30	\$262.28
Rating Area 3	Adams	8514	1899	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Arapahoe	15161	3690	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Broomfield	2020	550	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Clear Creek	357	144	KP CO Bronze 6500/50	\$207.66	KP CO Silver 3000/30	\$269.36
Rating Area 3	Denver	18717	4663	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Douglas	8958	1835	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Elbert	720	152	KP CO Bronze 6500/50	\$207.66	KP CO Silver 3000/30	\$269.36
Rating Area 3	Gilpin	198	47	KP CO Bronze 6500/50	\$207.66	KP CO Silver 3000/30	\$269.36
Rating Area 3	Jefferson	15764	4024	KP CO Bronze 6500/50	\$207.66	Cigna Connect Flex Silver 2500	\$256.51
Rating Area 3	Park	687	296	KP CO Bronze 6500/50	\$207.66	KP CO Silver 3000/30	\$269.36
Rating Area 4	Larimer	9683	1286	KP CO Bronze 6500/50	\$228.42	KP CO Silver 3000/30	\$296.30
Rating Area 5	Mesa	3498	795	Anthem Bronze Pathway HMO 5800	\$348.16	Monument Health PPO Silver 3000/4500	\$407.60
Rating Area 6	Weld	5452	829	KP CO Bronze 6500/50	\$228.42	KP CO Silver 3000/30	\$296.30
Rating Area 7	Pueblo	2174	707	KP CO Bronze 6500/50	\$242.96	KP CO Silver 2750/20%/HSA	\$302.88
	Total	115474	26664				

Total Members All Counties / ALL Rating Areas is 41690 out of 142983

Number of Members That Will Not Auto Renew Based Only on Plan Disruption

Counties / Rating Area 8

Rating Area	County	Total Members as of 8/1/16	Number Members unable to Auto Renew	Lowest Cost Bronze Plan		Second Lowest Cost Silver Plan	
				Plan Name	Premium 27yr Old	Plan Name	Premium 27yr Old
Rating Area 8	Alamosa	278	23	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Baca	147	29	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Bent	75	16	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Chaffee	1334	225	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Cheyenne	30	3	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Conejos	192	22	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Costilla	73	5	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Crowley	55	9	KP CO Bronze 6500/50	\$242.96	KP CO Silver 3000/30	\$315.16
Rating Area 8	Custer	213	35	KP CO Bronze 6500/50	\$242.96	KP CO Silver 3000/30	\$315.16
Rating Area 8	Fremont	807	84	KP CO Bronze 6500/50	\$242.96	KP CO Silver 3000/30	\$315.16
Rating Area 8	Huerfano	179	31	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Kiowa	40	13	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Kit Carson	239	71	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Las Animas	301	54	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Lincoln	130	33	KP CO Bronze 6500/50	\$242.96	KP CO Silver 3000/30	\$315.16
Rating Area 8	Logan	528	160	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
Rating Area 8	Mineral	67	18	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Morgan	434	116	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
Rating Area 8	Otero	299	60	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Phillips	148	60	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
Rating Area 8	Prowers	248	28	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Rio Grande	352	50	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Saguache	225	33	Bronze Basic 50	\$297.79	Silver Basic 60	\$348.73
Rating Area 8	Sedgwick	63	21	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
Rating Area 8	Washington	204	39	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
Rating Area 8	Yuma	454	114	Anthem Bronze Pathway HMO 5800	\$316.00	NC Silver Basic 60	\$383.59
	Total	7115	1352				

Number of Members That Will Not Auto Renew Based Only on Plan Disruption

Counties / Rating Area 9

Rating Area	County	Total Members as of 8/1/16	Number Members unable to Auto Renew	Lowest Cost Bronze Plan		Second Lowest Cost Silver Plan	
				Plan Name	Premium 27yr Old	Plan Name	Premium 27yr Old
Rating Area 9	Archuleta	677	445	Anthem Bronze Mountain Enhanced HMO 5000	\$359.71	Anthem Silver Core Pathway HMO 5300	\$447.44
Rating Area 9	Delta	1015	769	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Dolores	69	58	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Eagle	2540	981	KP CO Bronze 6500/50	\$269.96	KP CO Silver 3000/30	\$350.17
Rating Area 9	Garfield	2037	1568	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Grand	802	594	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Gunnison	1499	1298	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Hinsdale	49	42	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Jackson	75	68	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	La Plata	2531	1665	Anthem Bronze Mountain Enhanced HMO 5000	\$359.71	Anthem Silver Core Pathway HMO 5300	\$447.44
Rating Area 9	Lake	198	135	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Moffat	239	187	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Montezuma	905	579	Anthem Bronze Mountain Enhanced HMO 5000	\$359.71	Anthem Silver Core Pathway HMO 5300	\$447.44
Rating Area 9	Montrose	1454	1066	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Ouray	436	329	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Pitkin	1262	1052	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Rio Blanco	171	139	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Routt	1781	1489	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	San Juan	74	58	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	San Miguel	859	721	Anthem Bronze Pathway HMO 5800	\$407.54	Anthem Silver Pathway HMO 2000	\$514.12
Rating Area 9	Summit	1721	431	KP CO Bronze 6500/50	\$269.96	KP CO Silver 3000/30	\$350.17
	Total	20394	13674				

Counties with only ONE carrier option

ASSISTANCE NETWORK - OUTREACH APPROACH

Outreach and Enrollment Timeline

July: Assistance Site Funding Decisions Announced to Community-Based Organizations

- 25 organizations designated as Assistance Sites
- Anticipate statewide representation of ~100 HCGs
- Details were presented to the Finance and Ops Committee on June 27, 2016 (see finalized AN-Geographic-Funding-Distribution.pdf)
- Outreach work plans and target zip codes were required as part of the application for funding

July-August: Assistance Network Regional Training

- Regional training was implemented in collaboration with the Colorado PEAK Outreach Initiative and Enroll America

August-September: Certified Application Counselor Program Application Period

- The CAC Application deadline is September 15
- ~15 organizations have submitted applications

October: Assistance Sites to Receive Book of Business Reports

August - November:

- Ongoing work with the Marketing and Communications team to provide the Assistance Network with consistent and clear messaging, talking points and marketing strategy
- Customer acquisition warm leads (APTC eligible file) will be funneled to in-person assisters (as discussed during the 8/8 Board Meeting)

Assistance Network Training

The Community-Based Assistance Program team offered two types of training to Health Coverage Guides (HCGs) and Certified Application Counselors (CACs) between March and September 2016.

Webinar-Based Education and Program Support

- Offered to program managers, HCGs, and CACs
- ~11 presentations/webinars (generally 2 times/month and 1 hour each)

Mar: Outreach Best Practices	June: Grant Close-Out Procedures
Mar: Special Enrollment Periods	June: Marketing Updates, Best Practices & Branding Guidelines
Apr: Post-Open-Enrollment Consumer Assistance	June: Community Corrections & Health Care Coverage
Apr: AI/AN Eligibility and Enrollment	Aug: Consumer Messaging for OE4
May: SES and Report My Changes	Aug: Customer Surveying Efforts/Marketing Strategy
May: Carrier Updates	Sept: Outreach Strategies and Connector Updates

In-Person Regional Events:

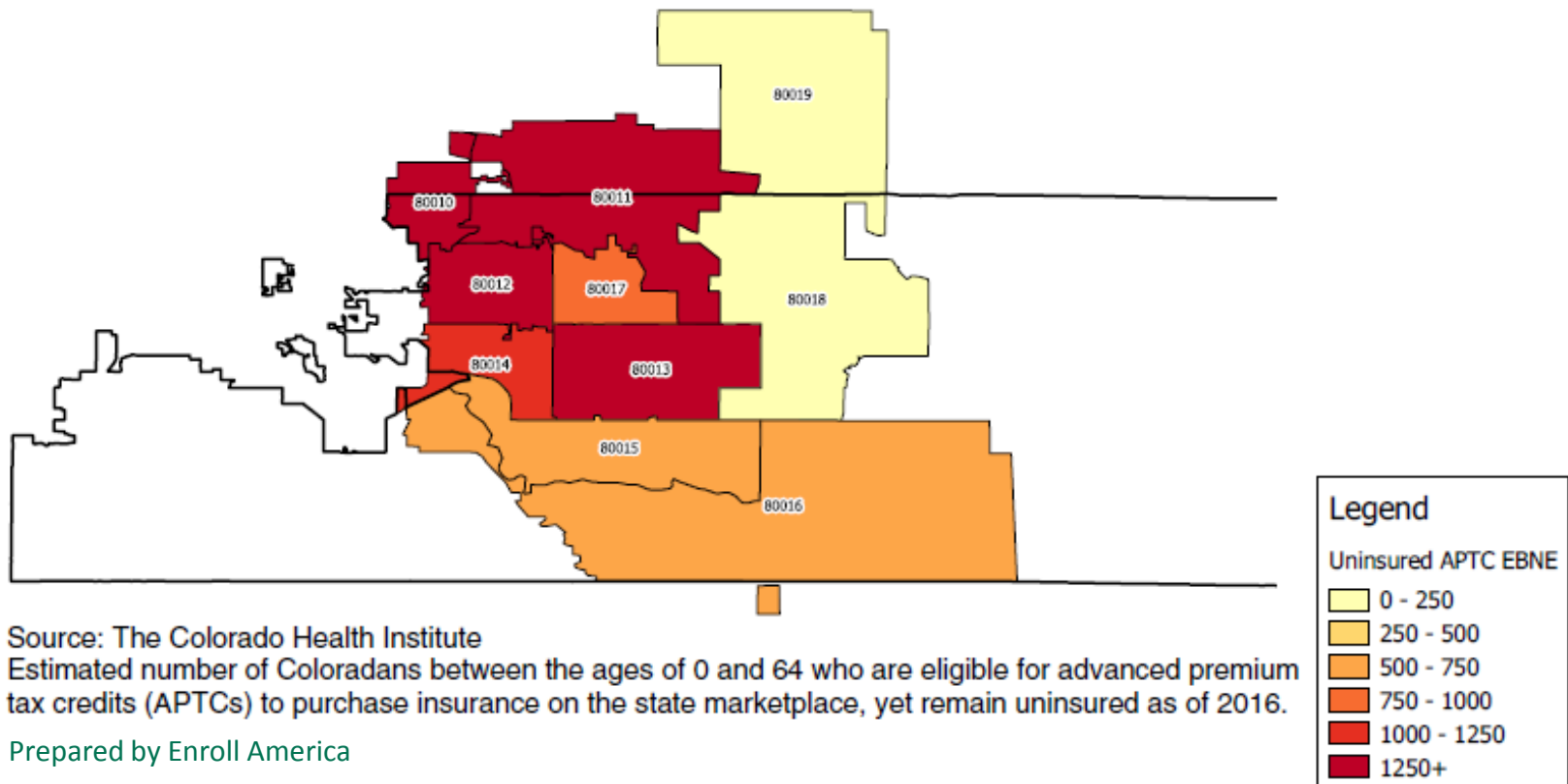
- Offered to advanced-level staff and program managers only (due to budget constraints)
- 6 statewide locations (1.5 days/12 hours at each location)
 - Steamboat Springs
 - Fort Collins
 - Pueblo
 - Montrose
 - Denver Metro (specific to organizations outside of the City and County of Denver)
 - Denver (specific to organizations that serve the City and County of Denver)
- ~90 participants attended
- 100% Assistance Sites participated, ~65% CAC designated organizations participated

Targeted Outreach: A Collaborative Approach

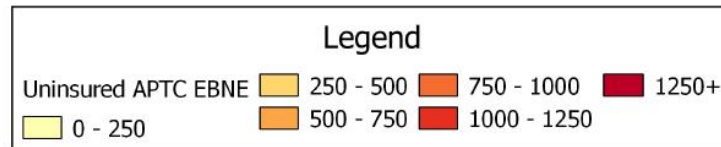
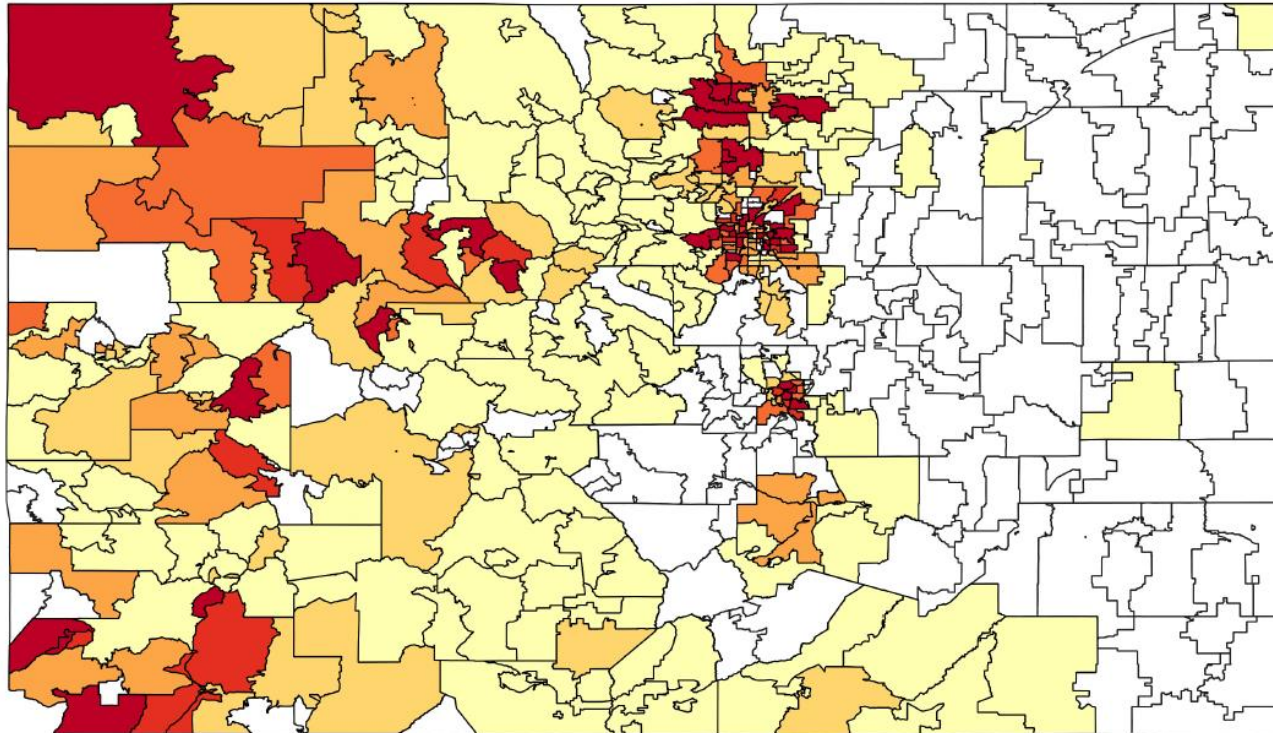
- Organizations were required to provide outreach work plans and target zip codes as part of their Applications for Funding.
- The CBAP and Marketing team partnered with Enroll America to implement data-driven outreach strategies to reach EBNE by zip code.
- Enroll America cross-referenced the zip codes provided by each organization against the data provided to Connect for Health Colorado by the Colorado Health Institute in May 2016.
- The data used represented estimated number of Coloradans between the ages of 0 and 64 who are eligible for advanced premium tax credits to purchase insurance on the State-Based Marketplace, yet remain uninsured as of 2016.
- The county crosswalk and de-duplication of zip codes across the various organizations was performed in order to segment targeted outreach by the Assistance Network, particularly in the Denver-metro area.
- Enroll America provided supplemental work plan development training as part of the second day of the Assistance Network in-person training, and provided partners with individualized and updated target zip codes and maps.

Assistance Site Outreach Map

Aurora Coverage Assistance Network Uninsured APTC Eligible But Not Enrolled (EBNE)



Zip Codes Assigned to Assistance Sites for OE4



Source: The Colorado Health Institute

Estimated number of Coloradans between the ages of 0 and 64 who are eligible for Advanced Premium Tax Credits (APTCs) to purchase insurance on the state Marketplace, yet remain uninsured as of 2016.

Prepared by Enroll America

SERVICE CENTER ENHANCEMENTS

Open Enrollment Readiness

- Re-engineering of entire training curriculum
- Password Reset process
- New “One Ticket, One Issue” ticket management process
 - One ticket open to close for each issue
 - Reduction in Average Handle Time (AHT)
 - Reduction in Escalations
- Redesign and implementation of a new Interactive Voice Response System (IVR)
 - English / Spanish option up front
 - Integration of the Broker Lead Tool
 - Substantial decrease in time it takes to get into queue

Call Drivers With Unknown Impact

- Multiple carriers leaving the exchange
 - Questions from customers
 - Lower number of auto-renewals
- Outreach to 180K customers who qualify for APTC; however, have not purchased through the exchange
- Marketing activities
- Political change
 - Amendment 69
 - Presidential election

TECHNOLOGY PROJECTS

Technology Projects Planned for OE 4

Project	Benefits	Status
<ul style="list-style-type: none"> Benefit Display 	<ul style="list-style-type: none"> Improve the user experience through interface enhancements 	<ul style="list-style-type: none"> In testing
<ul style="list-style-type: none"> Effective Date Attestation 	<ul style="list-style-type: none"> Improved EDI process to reduce carrier impact and reduce customer confusion 	<ul style="list-style-type: none"> In testing
<ul style="list-style-type: none"> FDSH 	<ul style="list-style-type: none"> Required to become compliant with CMS regulations 	<ul style="list-style-type: none"> In testing Staff, training, outreach, channel communication plans in place to deal with verifications
<ul style="list-style-type: none"> Life Change Events 	<ul style="list-style-type: none"> Required to remain in compliance 	<ul style="list-style-type: none"> In testing
<ul style="list-style-type: none"> Password Reset 	<ul style="list-style-type: none"> Improved customer experience and reduction in calls to the service center 	<ul style="list-style-type: none"> Code has not been delivered yet. The plan is for us to get the code on September 21st and we will start testing at this time.
<ul style="list-style-type: none"> Payment Web Services 	<ul style="list-style-type: none"> Improved payment reporting process to prevent members from being cancelled incorrectly 	<ul style="list-style-type: none"> In UAT and the test team is currently testing this code.

Technology Projects Planned for OE 4

Project	Benefits	Status
<ul style="list-style-type: none"> Special Fee Assessment 	<ul style="list-style-type: none"> Remove all functionality related to special fee assessment 	<ul style="list-style-type: none"> In testing
<ul style="list-style-type: none"> Broker Transfer 	<ul style="list-style-type: none"> Allow brokers to self serve and reduce the need for manual work arounds 	<ul style="list-style-type: none"> On track for delivery to test Changes in design caused some re-work
<ul style="list-style-type: none"> Assistance Network (Health Coverage Guides/Certified Application Counselors) 	<ul style="list-style-type: none"> Allow assistors to self serve and reduce calls to the service center Improved and streamlined certification process 	<ul style="list-style-type: none"> Added to OE4 scope in place of deferred projects Some components in testing On track, some risk of delivery
<ul style="list-style-type: none"> Carrier Referral and Lead Capture for Individual Marketplace 	<ul style="list-style-type: none"> Carrier did not accept design presented 	<ul style="list-style-type: none"> Unable to present a design for OE4 that C4 and carriers were able to mutually work with