

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