



OPEN ENROLLMENT THREE UPDATE

October 12, 2015

Open Enrollment Three – Technology Readiness Update

- **Shared Eligibility System –**

- Functional testing complete, 94% of the 614 functional test cases were executed with a 79% pass rate; incomplete and critical failed test cases were migrated to End-to-End testing
- End-to-end testing on track, as of 10/6 had executed 68% of the 519 End-to-End test cases with a 75% pass rate. Plan is to execute 95+% of all test cases by 10/16 with an 80% or better pass rate.
- As of 10/5, have opened 710 defects and closed 575 (135 defects in progress)

- **Renewals**

- Batch renewals code deployed into production, initial run and verification complete, final batch run in-progress according to plan
- May need to re-run the final renewals batch process causing slight delay in delivery of notices and reports if there are changes in the marketplace due to the risk corridor outcomes

- **Other Marketplace Functions**

- Testing in-progress and on-track, as of 10/6 had executed 61% of the 780 test cases with an 82% pass rate. Plan is to execute 95+% of all test cases with an 80% or better pass rate

- **EDI and carrier Reconciliation**

- Nearing completion of pre-renewal carrier reconciliation activities.
- We have significantly reduced the number of data reconciliation discrepancies compared to last year by working with carriers to enable automated in-bound cancel/termination EDI and by performing periodic reconciliation throughout the year.

- **Support and operations**

- Improved integration with HCPF and OIT for incident triage and resolution
- Support teams are executing 'dry runs' of a variety of support issues to verify that job-aids, support processes and communications across teams are working as expected.
- Significant improvement in coordination between technology and operations teams since last open enrollment

Open Enrollment Three – Business Teams’ Readiness Update-

- **Training** – Cert/Re-Cert commenced 9/15/15, over 1,500 Assisters in process
- **Building Better Health** – 9/28 and 9/29 – over 750 attendees- high value
- **Service Center** – Infrastructure migration complete 10/6, 3 Sites Live, 200+ staff
- **Carriers** – Plans loaded, tested and finalized – 10/5, Direct Sales engaged- 10/12
- **Marketing** – Website updated and “live”- 10/15, enrollment centers open – 11/1
- **Brokers** – Re-engagement meetings continue, 1,300+ Brokers in Training, lead tool
- **Asst. Network**- Engagement /training ongoing, best practice strategies session – 9/30- Connector Tool, 119 CAC Sites
- **Outreach** – Five regional trainings with Counties and HCPF, sub-population strategy in progress
- **MA Site** – Functional, adding staff to 15 FTE
- **Self Serve** – New functionality, new and updated tools, Inquiry Monitoring capability
- **Stakeholder Testing**- Offered 330 “seats” 9/23 – 10/2, 123 “seats” filled by 75 stakeholders- HCGs, CACs, Advocates, Brokers