



FINANCE AND OPERATIONS COMMITTEE

Technology and Compliance Update
August 22nd, 2016

Project highlights since end-June

Project	Status	Commentary
Eligible, not enrolled	Initiated	We onboarded a marketing project to outreach to customers who received an eligibility determination but did not enroll
Analytics to support customer retention	Not initiated	We are currently in discussions with our vendor to contract this work
Health Coverage Guide / Certified Assistance Counselors	Project initiated Development in progress Implementation risk	We onboarded a project to assist HCG/CAC network with stronger customer service and streamline certification process. Risk: design and implementation of HCG/CAC project is late in the schedule, some risk of deployment prior to OE4 opening
Ability to Transfer Clients Between Broker and Agency	Development in progress Implementation risk	Scope of this project has gone through more design iterations, there is some risk of deployment prior to OE4 opening
Federal Data Services Hub Income Checks	Delivered to testing	

Financial update for the OE4 technology projects (FY2016-7 budget)

ID	Project	Original estimate with contingency	Functional and technical design status	Expected final implementation status	Spend to date (8/15)	Expected final cost
1	Individual Marketplace Screen Flow Improvements	\$182,000	Designs for all components completed.	Payment screen changes and broker portal improvements will not be implemented.	\$78,000	\$94,000
2	Password Reset	\$182,000	Designs for all components completed.	Full scope will be implemented	\$90,000	\$177,000
3	Enrollment and EDI improvements	\$385,000	Designs for all components completed.	PWS support and EDI for coverage start date attestation will be implemented.	\$151,000	\$273,000
4	Carrier referral and lead capture	\$330,000	Designs for all components completed.	Major carrier unable to support functionality and will not be implemented.	\$171,000	\$171,000
5	Ability to Transfer Clients Between Broker and Agency	\$121,000	Designs for all components completed	Full scope will be implemented (see prior risk)	\$98,000	\$201,000
6	BI Improvements	\$132,000	Design for all components being developed	Full scope will be implemented	\$75,000	\$120,000
7	Compliance projects	\$145,000	Designs for all components except selective pregnancy completed	Benefits display improvements, SFA changes and LCE rule changes will be implemented.	\$143,000	\$266,000
	HCG/CAC	n/a	Designs for all components completed	Full scope will be implemented (see prior risk)	\$50,000	\$163,000
		\$1,476,000			\$855,000	\$1,467,000

Compliance dashboard

Subject area	OE3 status	Current status	OE5 status	Notes
Demographic verifications	Red	Green	Green	<ul style="list-style-type: none"> Non-ESI and OPM checks not planned until 2018 Validate identity and lawful presence fully functional Non-financially assisted path not planned
Enrollment process	Yellow	Yellow	Green	<ul style="list-style-type: none"> Negotiating changes to online application with CMS
APTC determination	Yellow	Yellow	Green	<ul style="list-style-type: none"> “Failure to Reconcile” / RRV design in progress Self-serve APTC changes not technology enabled
Privacy and security	Red	Yellow	Green	<ul style="list-style-type: none"> Plan being developed with OIT/HCPF to address findings from ATC Risk: SSA approval (currently not using composite)
Operational processes	Yellow	Yellow	Yellow	<ul style="list-style-type: none"> Awaiting feedback from CMS to policy level reporting Some compliance needs cause manual workarounds Client correspondence Address confidentiality state program

Key	Definition	Key	Definition
Blue	Fully in compliance	Yellow	Some concern from regulatory agencies
Green	Plan/mitigation mutually agreed to with regulatory agencies	Red	Major audit finding/ significant pressure/ major risk to ATC