Key Customer Impacting Issues with Connect for Health Colorado Online Application
(as of 2/5/15)

Impact (based on number of customers impacted)		System Fix Applied	Backlog	Status Including Customer Impact and Outreach	Issue	System Development Status as of 2/5/15	Partners in Resolution	Next Steps
High	1	Yes	Yes	System fix applied, initial outreach to customers performed in December, new outreach in progress	***NOTE: New to list since last update*** Customers who received an auto- renew notice and performed any action other than opt-in on the marketplace prior to mid-December were taken out of the auto-renew process. Many customers did not realize they were going to impact their auto renewals and are no longer covered.	Confusing buttons were removed in late December	CGI and hCentive	Continued outreach to customers affected.
High	2	No	Yes	Open. No system fix available	Customers have had difficulties understanding how to fill out the eligibility application. We have addressed and continue to address one-off issues for customers who either did not complete the application correctly, did not answer critical questions and therefore got erroneous results, or did not understand the results they received.	There is no systemic fix for this. Marketplace and HCPF have discussed use of an Avatar ('Kyla') to assist with completion of the application. This work needs to go on the CBMS work plan.	HCPF and Deloitte	Continue to support customers with questions and issues. Continued education, production of enrollment 'tips' for our sales channels, development of plan to deploy Avatar, usability review of system with recommendations for improvements to be considered in SES / CBMS and Marketplace development plans.
High	3	Yes	Yes	Open, customers still being impacted. System fix not yet identified.	Customers' life change events/report my changes are not automatically processed in the system. This can affect customers reporting income change or household change and seeking eligibility update for 2015. Medicaid or CHP+ customers can report changes through PEAK, their county office or a Medical Assistance Site.	System enhancements will be made in late January 2015 to ease the change reporting process, with additional system changes later in the year. Connect for Health Colorado customers are advised to call and report changes to the Service Center, which will make updates manually.	Deloitte and CGI	Marketplace board approved additional funding for CGI to develop workarounds. Marketplace and HCPF working with Deloitte and CGI to define requirements and develop long term fix (ETA 3Q 2015)
High	9	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue	Customers were unable to check out and submit their selected plan on Marketplace.	Connect for Health Colorado corrected accounts with this identified issue on 12/17/2014 and continue to monitor it.	CGI and hCentive	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
High	4	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue	Applicants were being directed to the beginning of the application after receiving a real-time eligibility determination instead of proceeding to shop on Connect for Health Colorado.	This issue was resolved on 12/11/2014 and additional enhancements on 12/19/2014. Marketplace customers who could not finish their enrollments were asked to contact the Connect for Health Colorado Service Center.	Deloitte and CGI	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
High	5	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue	Customers were unable to view their APTC/CSR eligibility in their Connect for Health Colorado account following a complete determination.	This issue was resolved on 12/12/2014.	Deloitte and CGI	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
High	6	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue	An APTC amount was being displayed for applicants denied for Medicaid and APTC.	This issue was resolved on 12/11/2014.	HCPF and Deloitte	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment

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High	7	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue.	One-time income payments were not being end-dated and were being used as monthly income.	This issue was resolved on 12/19/2014. CBMS Users who submitted Help Desk Tickets were notified and asked to re-run the case to apply the fix. Marketplace customers that did not receive a real-time determination should have received their determination to continue their enrollment process. Other customers who received incorrect determinations and notified the Connect for Health Colorado Service Center are having their applications corrected. We are working on identifying customers who may have experienced this problem but never reported it.	HCPF and Deloitte	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment.
High	8	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue.	Income was being compounded because an applicant's 2014 income was not being end-dated if an applicant submitted multiple applications. This resulted in incorrect eligibility determinations.	This issue was resolved on 12/11/2014. Continue to monitor. Communications went out advising people to not submit multiple applications. A new application should only be submitted when the client has not previously applied, or if their case was closed. Language changes are being considered regarding when an applicant should submit a new application. Connect for Health Colorado is making corrections to Marketplace applications submitted prior to 12/11/2014 and that were reported to the Service Center.	HCPF and Deloitte	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
High	10	No	Yes	Open. Still researching	*NOTE: New to list since last update* Some customers with an account who start in Connect for Health Colorado and are sent to the SES who use the 'new application' button are being given a new unique user id by the SES. When the customer is transferred back to the Marketplace, they can not be associated with their eligibility results.	Deloitte and CGI are working to determine if there is a solution. In the meantime, CGI has developed a workaround.	Deloitte and CGI	CGI and Deloitte to research specific incidents to determine trends and root cause.
Medium	11	Yes	Yes	A system fix was applied but we are receiving reports that customers are still encountering issues	Legal Permanent Resident applicants subject to the five-year bar for Medicaid but eligible for APTC/CSR were unable to view their correct APTC/CSR determination.	This issue was resolved on 12/19/2014. CBMS Users who submitted a Help Desk Ticket were notified and asked to re-run the case to apply the fix.	HCPF and Deloitte	Examples of new issues have been sent to HCPF for analysis. Next steps to be determined once analysis on these cases is performed.
Medium	12	N/A	No	Changes to 1095 processing identified	*Note: New to list since last update* Inaccuracies with 1095s will result in increased calls to customer service center and require modifications to the files sent to the IRS.	We are just beginning to see customer calls and have identified a number of customers who MAY have questions due to receiving multiple forms. After discussions with IRS, we may need to send corrected 1095s for customers who received a 1095 for dental premiums.	CGI	Work with IRS on alternatives to corrected 1095s, continued training for customer service center staff, continued analysis of 1095 data to identify customer groups who may have questions about their 1095.

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Medium	13	No	No, being worked month over month by SHOP Team	Small group online portal not fully functional, particularly renewing customers	**NOTE: New to list since last update** Small employers are having difficulties renewing their group enrollments primarily due to the large number of manual data changes made to their rosters over the last year because of SHOP system limitations. NOTE: 79% of SHOP groups have renewed to-date.	CGI and hCentive have been working hand in hand with small business support team to proactively reach out to small employers and their brokers who are scheduled to renew within the next 45 days to clean up their data and support them through the renewal process. Note that new SHOP customers are finding the new system easier to navigate than the prior version.	CGI and hCentive	Continue to press for improvements to SHOP portal. Work with brokers and employers to support renewals.
Medium	14	No	Yes, but significantly reduced	Policy changes for emergent cases agreed, working to finalize policies for all customers.	**NOTE: New to list since last update** Self-employed customers who were impacted by income issues or incorrectly entered their income in the system during enrollment have no way to get a correct determination unless they provide profit and loss documentation to the HCPF case workers. This contradicts Connect for Health Colorado Policy.	No system changes required. Connect for Health Colorado and HCPF are working to create a new policy that works for all customers.	HCPF and Deloitte	Backlog being worked using new emergent policy. Training for HCPF staff to be developed.
Medium	15	Yes	Yes	Open, customers still confused by questions. Usability changes not yet implemented.	Applicants covered for 2014 are unsure how to answer the question asking if they are currently insured. If answered yes, the applicant was unable to purchase coverage beginning 1/1/2015.	This issue was partially resolved on 12/12/2014. Communications went out to channels helping with enrollments about process to follow. Additional language changes and help text are being explored to clarify the intent of the question in the application. This change needs to be added to the CBMS Work Plan	HCPF and Deloitte	Continued education of all sales channels. This is an opportunity for use of 'Kyla' until system changes can be made.
Medium	16	Yes	No	System fix applied, still working to enroll customers who experienced this issue	APTC/CSR eligibility does not show up in the Connect for Health Colorado account after the application and eligibility determination are complete.	This issue was resolved on 12/12/2014.	Deloitte and CGI	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
Medium	17	Yes	No (backlog worked since last report)	Closed, system fix applied, still working to enroll customers who experienced this issue	Connect for Health Colorado renewal customers were unable to change their health plan selection.	This issue was resolved on 12/12/2014. Note that for 2015 OEP, customers who were enrolled in an incorrect plan and have not paid the first premium bill for that incorrect plan are able to change plans (during open enrollment) by calling the Connect for Health Colorado Service Center.	CGI and hCentive	Continued education of all sales channels. This is an opportunity for use of 'Kyla' to educate customers.
Medium	18	Yes	Yes, but significantly reduced	System fix applied, still working to enroll customers who experienced this issue	Applicants were receiving error messages (500, 404, unauthorized) at various points in the application process and shopping experience.	Some issues were resolved on 12/12/2014; other errors continue to be investigated. Marketplace customers who are still receiving error messages should work with Connect for Health Colorado Service Center to complete their enrollment.	Deloitte and CGI	Continued outreach by Marketplace staff to customers who reported this problem and have not yet completed their enrollment
Medium	19	Yes	Yes, but significantly reduced	Open, Marketplace is working with carriers to identify customers impacted. Carrier action required.	Some customers with auto-debit for 2014 premiums were auto-debited by carriers for Jan 2015 premium even though the customer did not renew with that carrier or with the same plan.	This was partly due to a policy change made by carriers and Marketplace to give customers additional time to enroll and pay for their plans. Because termination records did not go out before auto-debit processing, some carriers systems went ahead and auto-debited their customers. Not all customers were impacted. Marketplace is working with the carriers to identify affected customers and refund payments. For 2016 OEP, Marketplace to work more closely with carriers to make sure this does not happen again.	Carriers and CGI	Marketplace is working with carriers to make sure that all erroneously debited funds are returned to customers. Carriers to provide timeline for refund to Marketplace.

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Medium	20	No	Yes	Open, customers still confused by questions. Usability changes not yet implemented.	Applicants who state they have rental income are being asked to answer some asset questions to identify the rental home associated with the rental income.

Additionally, applicants who state they have rental income are receiving requests for verification/proof of rental income. Could affect ability to get real-time eligibility determination. | It is necessary to identify the rental home associated with the rental income as identified by the applicant. If an applicant states that they have rental income, the system triggers certain asset questions related only to rental income. To help clarify what information is needed, this series of questions will be relabeled as "rental income" as to not give appearance that the non-MAGI Medicaid asset questions are triggered. This change needs to be added to the CBMS Work Plan.
In regards to rental income verifications, an update is needed to accept client statement/attestation for rental income for MAGI Medicaid only. This change needs to be added CBMS Work Plan. Applicants should provide all verifications as requested. | HCPF and Deloitte | Until system changes are made, customers with rental income will be asked these valid questions. We will continue to educate our sales channels about the need to answer these questions. |
| Medium | 21 | Yes | No | System fix applied, did not affect eligibility or shopping. | A number of renewing Marketplace customers who submitted enrollments were receiving automatic confirmation notices that combined 2014 and 2015 premiums. | As soon as issue was identified, Marketplace conducted outbound communications to inform customers of the mistake. Error in notification system fixed 12/12/14. | CGI | This was a noticing issue and did not affect the enrollment process. |
| Medium | 22 | N/A | N/A | Working with carriers and brokers to determine if fix needed | New to list since last report
As part of reconciliation process, need to make sure broker commission report is accurate. | Identified system changes potentially needed that will improve accuracy of Broker Report. These changes being prioritized against other items to determine when they can be delivered. | CGI and hCentive | By end of February, validate data related to broker relationships in the individual marketplace. Make sure any system changes needed to accurately report 2015 broker relationships are accounted for. |
Medium	23	Yes	No	Closed, system fix applied, no ongoing impact	An extra field asking for a "document number" displays when entering Legal Permanent Resident information in the application.	This issue was resolved on 12/19/2014.	HCPF and Deloitte	None
Medium	24	Yes	No	Closed, system fix applied, no ongoing impact	Plan details column headers and medical and dental column headers were not displaying correctly.	This issue was resolved on 12/12/2014.	CGI and hCentive	None
Unknown	25	Unknown	Unknown	Open. Need to make code changes	A discrepancy currently exists between the paper and online application in regards to student loan interest deductions (paper application asks for student loan interest, online application does not).	The online application will be updated to align with the paper application. This change needs to be added CBMS Work Plan.	HCPF and Deloitte	
Unknown	26	Unknown	Unknown	No information available	Long Term Care clients are receiving letters stating that they are now enrolled in Connect for Health Colorado.	Clients are given the opportunity to purchase a plan through Connect for Health Colorado while pending a Long Term Care determination.	HCPF and Deloitte	
Unknown	27	Unknown	Unknown	Unclear	An upper limit/cap does not exist in allowable deductions.	Currently, an upper limit/cap does not exist on allowable deductions and it was recognized that a cap is needed. System changes are being identified to implement an upper limit on allowable deductions. This change needs to be added to the CBMS Work Plan.	HCPF and Deloitte	TBD