



OPEN ENROLLMENT 3 READINESS UPDATE

Business and Technology

October 26, 2015

OE Three – Business Teams’ Readiness Update-10/21/15

- **Training** – Cert/Re-Cert closing 11/1/15, over 1,300 trained
- **Service Center** – Infrastructure migration complete 10/6, 3 Sites Live, 200+ staff
- **Carriers** – Rates and Plans in production. Colorado HealthOp contingency plan executed and completed as of 10/20
- **Marketing** – Website “live”- 10/20, enrollment centers open – 11/1
- **Brokers** –20 involved in “enhanced testing”, new ACCESS portal deployed 10/20-10/26, lead tool rollout 11/2/15
- **Asst. Network**- Connector Tool and reporting criteria rolled out, 5 involved in enhanced testing, 119 CAC Sites engaging
- **Outreach** –sub-population digital campaigns in progress, outbound notices- Renewal letters to ALL customers 10/21/-10/28
- **MA Site** – Functional, adding staff to 17 FTE
- **Self Serve** – New functionality, new/ updated tools, mytickets@connectforhealthco.com - 11/1/15

Colorado HealthOp Transition – Contingency Effort/Results

Contingency Efforts and Results:

- Planning in early October commenced-technology and operations, scenarios built
- October 15-20- Finalize scenario and related steps:
 - Executed removal of 2016 plans related to Colorado HealthOp offerings on the Marketplace
 - Re-ran entire renewal data set for: 1.) All HealthOp customers and 2.) All customers with APTC where HealthOp = second lowest cost silver plan
 - Re-ran and tested all Renewal letters (107,000 households)
 - Initial talking points and scripts rolled out to Service Center-10/16
 - Deployed 2016 Marketplace into production for enhanced testing w/o HealthOp
 - Renewal notices commenced 10/21-on par with original, pre contingent, schedule

Colorado HealthOp Transition – Support Initiatives

□ Support Initiatives:

- **Goals:** Assure HealthOp customers that the Marketplace is a trusted place for help and next steps, provide proactive outreach to complete 2016 enrollment as early as possible, be a comfort in a confusing period, achieve high retention, emphasize the value of Brokers and Health Coverage Guides
- **Initiatives:**
 - Round One-multi-faceted outreach campaign–includes: email, robo-dialer, and outbound calling – 10/23-11/6
 - Top Broker Support – service center assistance for top 29 Broker with highest HealthOp volume-10/23-12/31
 - Proactive enrollment of HealthOp customers – 10/21
 - Complete Carrier impact scenarios – 10/30
 - Round Two interventions developed – 11/6

OE Three – Technology Teams’ Readiness Update-10/21/15

- Upgraded CBMS, Peak, and Marketplace systems have been in production since October 18th.
- The Connect for Health Colorado service center has been using the new system since October 18th and have identified a small number of issues. We are using the period between October 18th and November 1st to shake out system issues and harden our support processes.
- Select brokers are also working in the marketplace to support their clients.
- The Connect for Health Colorado command center is fully operational and taking calls. There have been minor issues reported and tickets being generated to track any problems.
- Carrier reconciliation completed prior to renewals processing.
- All renewals were successfully executed.
- End-to-End testing was completed at close of business on October 15th. The joint testing team executed close to 90% of the all test cases with an 84% pass rate. We are continuing to execute test cases.

Key System Changes for OE3

Project	Key Enhancements
Shared Eligibility System Improvements	<ul style="list-style-type: none"> • Expedited income and Application Summary page • Life Change Events / RMC for APTC and Mixed Households • Service center integration with CBMS • Improved processing for legally present residents • Improved usability and Avatar
2015 Marketplace improvements	<ul style="list-style-type: none"> • Improved usability – plan pagination and online renewals functionality • Improved broker functions
Service Center Migration / Training	<ul style="list-style-type: none"> • Single vendor responsible for all aspects of service center • Integrated IVR/ACD and CRM with improved ‘case’ maintenance and customer self-service capabilities
Renewals and Reverifications	<ul style="list-style-type: none"> • Improved online experience, and tighter coordination with carriers for EDI processing