

C4 Roadmap – Technology Approach - Pilots & POCs

- Connect for Health Core Exchange Application
- Take Advantage of
 - Current Architecture
 - Cloud Infrastructure
 - Cloud Aware Applications / Design
 - QCPF
 - NES

Connect for Health's Future

Evaluation of Technology, Staffing, Contracts

Considerations and Starting Discussion Topics

- Customer Experience
 - If we do X, what does that do to our customer experience?
- Where is C4's Expertise? Where should it be?
 - Staffing? Vendor?
- Opening up the C4 Application/Platform
 - Public API(s)?
 - State Based Enhanced Direct Enrollment (EDE)
 - Do we have data that would benefit a customer/broker/carrier/regulator
- Costs
 - Costs to convert or implement
 - How long do we want a safety net?
- Strategic Plan Alignment
- Timeline
 - OE6 through OE8

What Considerations go into a Roadmap

Hosting/Infrastructure and the Cloud Issues

1. Flexible Costs
2. Rapid Deployments/POCs/Pilots
3. Lower IT Staff Administrators

Mobile Issues

1. 2014 Mobile internet surpassed fixed internet to access services
2. 2015 ½ of the World population are Online

Application(s)

1. Framework Improvements / Architecture Changes
2. C4 Enhancements / Features

Staffing / Vendor Mix and Management

1. What's our/needed Expertise
2. Vendors: Monolithic vs Niche
 - a. Rules Engine
 - b. C4 QA Department
 - c. Regression and Tools
 - d. Release Management



CGI – Current Footprint (As of October 15th 2018)

Legacy Custom Code

1. NES (Eligibility, FDSHServices)
2. ServicePortal – Service Center Agents to dig into the details - Can query CBMS
3. IBRS – DBCR
4. Login Screen – Customer UI
5. OIFPlugins – SSO – Plugin for SAML custom SSO Code
6. PasswordReset – Customer UI
7. EDILookUp - Service Reps can view the EDI payload from the Carriers containing Enrollees data.
8. IDMClientService – Custom Code – Service for interfacing the Exchange with IDM – account creation
9. SBMI – CMS Reporting
10. EDI (CCR, B2B etc.) –Exchange calls a service -> that generates the EDI files to send to the carrier

Customized COTS TOOLS

1. ECM/Imaging
 - a. IBM Datacap
 - b. Hyland Onbase
 - c. Thunderhead
2. OSB – Oracle Service Bus
3. SOA – Fusion
4. Informatica

hCentive – Current Footprint (As of October 15th 2018)

Legacy Proprietary Code

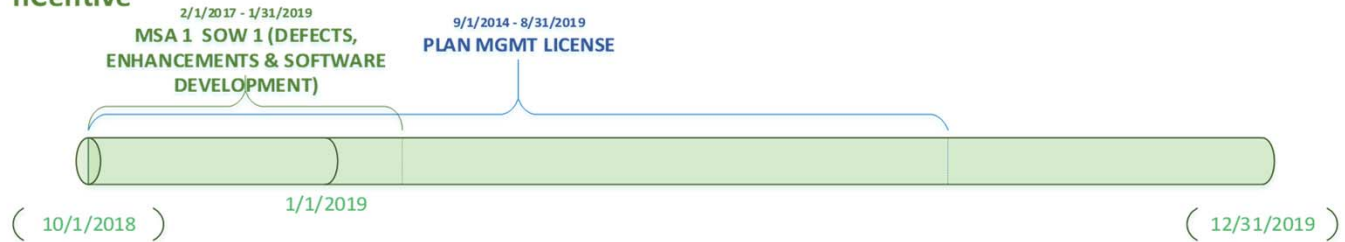
1. Application Functions
 - a. Shopping Screens
 - b. Get Assistance
 - c. Account Creation
 - d. Eligibility Results
 - e. My Documents
2. Additional Profiles and Application Portals
 - a. Broker Portal
 - b. Assistance Network Portal
 - c. OBO Functionality (now shared with NES)
3. Additional Tools
 - a. Browse plans anonymously
 - b. Estimate your savings
4. Life Change Event Rules (effective, termination, maintenance effective dates) Database
5. Plan Management Portal
6. SHOP Portal

Product Roadmap – Supporting Staff and Expertise

Staffing	Oracle Project Replacement		
	Oracle - Database		
	Administration	SME/Dev	Business Stakeholder
Implementation / Migration	Vendor	C4 (2) V (4)	C4 & External
M&O	Vendor	C4 (2)	C4 & External

Current IT Contracts and Timeline

hCentive



Softheon



Oracle Licenses



Current IT Contracts and Timeline

CGI

