



CO L O R A D O
H E A L T H
B E N E F I T
E X C H A N G E

Technology

April 19, 2013

Technology – Base Grant Request

- Technology Implementation budget for 2013 represents the contractual balance due to CGI for the system at “go-live”
- Technology Implementation budget for 2014 represents the deferred functionality that will be included in post go-live releases
- Technology Ongoing budgets include software licenses, maintenance & support



Technology – Base Grant Request

- Technology Implementation 2013 \$5,096,796
- Technology Ongoing 2013 \$5,994,036
(Maintenance, Support, Hosting & Licenses)
- Technology Implementation 2014 \$4,150,000
- Technology Ongoing 2014 \$8,288,787
(Maintenance, Support, Hosting & Licenses)



Technology – Additional Development

Automation to decrease operational workload & cost

- Customer Service Portal enhancements
- Enhancements to address complex family scenarios
- SHOP enhancements
- Automation of Back Office Processes
- IVA Implementation
- Billing enhancements for SHOP
- Oracle CX Security Upgrade
- Records Management \$4,837,500



Technology – Additional Development

Website enhancements to support customers

- Advanced decision support tools
- Support for Rx comparisons
- Support for mobile platforms
- Increased interoperability between Exchange & State Systems
- UI enhancements
- Accessibility enhancements \$5,218,750

Facilitate new sales channels

- API integration to support Web Brokers & Carrier \$600,000



Technology – Additional Development

Enhanced support for Carriers, Brokers, Navigators and Guides

- Automation of certification process
- Additional tools for Brokers, Navigators & Guides
- Tools to support readability level for Carrier product information
- Enhanced Carrier interoperability \$1,312,500

Infrastructure Improvements

- Additional security/authentication \$562,500



Technology – Additional Development

Maximizing tools for analytics & reports

- Automated solutions for mass mailings
- Mapping technologies
- Data warehouse reporting
- Analytics enhancements \$1,687,500

Regulatory imperatives

- Use of additional data sources for verification
- Enhanced Plan Quality data
- Tax reporting
 - Unified Eligibility Service \$4,725,000



Technology Budget Status

	2013	2014	Base Grant Request	Additional Development
Technology Implementation	\$5,096,796	\$4,150,000	\$9,246,796	\$18,943,750
Technology – Ongoing (Licenses, Support, & Maintenance)	\$5,994,036	\$8,288,787	\$14,282,824	

