Activity	Proposal	Next Steps and Comments

Technology Solution	Technology Solution as shown in Figure 1 on page 4 of this document.
	
	Streamline SES Application Process
	• There would remain only one SES, but some initial questions would be developed in the SES to skip screens within the SES. This would not a screening process, but instead minimize the number of questions a Customer or Broker would need to answer
	• Known issues will be corrected in priority order plus these 7 high impact changes
	  1. Short path for Marketplace and Medicaid customers using the SES
	  2. Customer/Customer Service/Broker Wrap-Up Summary, with 'correct my application' functions
	  3. Service center access to CBMS data
	  4. Simplified 'Report My Change' (RMC) for Marketplace customers
	  5. Codebaby (avatar) implemented within SES to assist customers in answering questions
	  6. Additional reports
	  7. *The 7th item is analysis to determine the best place to host the reference table with APTC/CSR amounts. It is currently calculated and hosted by CGI using data provided by the SES.*
	
	Connect for Health Colorado retains account management and eligibility functions for non-financial customers. *There is an outstanding question regarding the timeline for migration of Marketplace connection to the Federal Data Services Hub (FDSH) through the OIT gateway.*
	
	Connect for Health Colorado will hire or contract for eligibility experts who understand the differences between Medicaid and Marketplace rules and regulations. These staff will assist in developing requirements, reviewing and approving design documents, developing and executing test cases, and development of training materials, call center scripts and FAQs. In addition, Connect for Health Colorado will work with HCPF and others to develop CBMS training for staff, brokers and health coverage guides to increase the accuracy of communications regarding functionality and issues that cross organizations.
	
	Connect for Health Colorado will work to make sure that HCPF participates in standing meetings with OIS/CCIIO
		The alternate solution that included a 'short path' and utilized more of the hCentive code is not feasible in the timeframes available. Connect for Health Colorado will assess several features of this option as a potential longer term solution since there appear to be M&O savings that can be achieved by migrating to a solution that includes more of the core product.
		
		Next steps include creation of detailed specifications, development plan and costs for this proposed solution.
		
		A meeting has been scheduled with OIT, Deloitte and Connect for Health to discuss hosting of the APTC service and migration of Marketplace services to OIT gateway. Note that the current agreement with CMS/CCIIO is for Colorado to migrate to a single 'path' to the FDSH by the end of 2015.

Activity	Proposal	Next Steps and Comments
Technology Vendor	Deloitte would set aside developers and business analysts to work on the improvements to the SES, the 100+ high-level changes identified by Connect for Health Colorado, the 7 high impact changes listed above, and the remaining "Phase 2 and 3" SES projects on the current work plan. Under the OIT Contract with Deloitte, this would be considered a new "Connect for Health Colorado-Only Pool", which is what HCPF and DHS currently use to fund changes. C4HCO, HCPF, and OIT will work to identify an independent PMO (through either a vendor or existing resources) reporting to an SES Steering Committee to manage the work. OIT, HCPF and Connect for Health will work to ensure that CGI, hCentive and Deloitte development and test teams are co-located and incented to build to a shared understanding of the requirements, interface specifications, and other critical solution components. Connect for Health Colorado, HCPF and OIT will revisit the software development lifecycle to make sure that there is closer alignment between vendors, testers, and end users throughout the process. For example, opportunities for brokers, health coverage guides, eligibility workers and customer service representatives to test and suggest modifications to the application will be provided before the final system is locked down.	Cost allocation for known fixes and high impact fixes needs to be completed. Staff anticipate that some of the items will be eligible for 50/50 cost sharing between HCPF and Connect for Health Colorado. This may require an OIT/Deloitte contract amendment, and may need to pass through HCPF via modifications to the current MOU, since the authority for OIT to directly accept funds from Connect for Health Colorado remains a legal question. Need to determine what additional OIT support is needed for testing. Funding would need to be provided to OIT to increase User Acceptance Testers. *It is not clear whether these funds would be eligible for 50/50 cost allocation between HCPF and the Marketplace.* Marketplace and HCPF leadership need to work with OIT to determine the structure of PMO.

Activity	Proposal	Next Steps and Comments
Joint Operations related to customer service, communications, application processing and training	Critical to the success of this work is that HCPF and Connect for Health Colorado establish a steering committee made up of Connect for Health Colorado, HCPF and OIT executives to direct and coordinate the activities related to the SES. The independent PMO would report to this group. Note that if the Marketplace changes only impact the SES, and no DHS impacts were identified, a streamlined governance process would be implemented to remove the need for DHS to review and approve the changes. HCPF eligibility system staff would take the lead to review system changes and identify if changes impact DHS programs. Connect for Health Colorado will work with HCPF on an assessment to determine if migrating to a shared CRM system is the right answer for Connect for Health Colorado. This would include exploration of 'warm handoffs' between service centers and a shared IVR. If so, this would not occur in 2015, but would be a two-year initiative. Connect for Health Colorado and HCPF will work together on call center scripts, incident resolution processes, and FAQs that will be used by both organizations. Connect for Health Colorado, HCPF and CGI need to work together to develop a way of tracking the time spent by Marketplace staff on Medicaid support and visa-versa. This will result in a proper cost allocation for time spent during this open enrollment period and in the future. Connect for Health will work more closely with HCPF training staff to develop training materials, including what information Brokers need to be certified to provide coverage through the SES.	*Marketplace and HCPF staff will jointly develop and propose a cost allocation methodology for the most recent open enrollment period to CMS/CCIIO. The proposal will include a path to becoming compliant with existing CMS guidelines. This path will be built into call center tools and processes for FY2016.*
MA Site	Connect for Health Colorado is still evaluating the pros/cons of establishing an agreement with HCPF to become an application processing operations site, with modified access to CBMS to allow C4HCO to directly process applications that are submitted through the C4HCO website and do not successful receive a real-time eligibility determination in the SES or need to be modified by a technician to successfully complete the application process.	A critical success factor for Connect for Health Colorado is read/write access to CBMS by trained CBMS staff. This is a requirement for the Marketplace regardless of whether they become an application processing operations site or not.

Figure 1: Proposed Solution Simplified View

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