

# New Renewals Process

November 2022



# What are 'Renewals'?

*Annual process to identify active policies for the current year to be renewed or suggested a plan for the upcoming year.*

Occurs before open enrollment.

Requires system downtime.

Results in the following options for customers:

- **Auto-renewal (or Passive Renewal)**
  - Customer does not need to act to maintain coverage.
- **Suggested**
  - Customers who do not act on their account for 2023 **will not be** renewed into a plan for 2023 coverage.
  - Customer is unable to renew into their current plan but DOI/C4 has identified a similar option.
- **Excluded**
  - There was no option closest to their current plan to suggest.
  - If one household member is excluded for any reason, the household is excluded.
  - Customer must shop for another plan to maintain coverage.

# What were our challenges?

## Legacy System processes

- *Obtain a single source of truth and own our data quality*

## Bulk processing was slow and unwieldy

- *Reduce bulk processing to address issues and errors more quickly*

## Too much system downtime

- *Reduce downtime as much as possible and fully leverage technical resources*

## Utilizing old data

- *Redetermine eligibility for more valid results for our customers*

## Too many manual steps

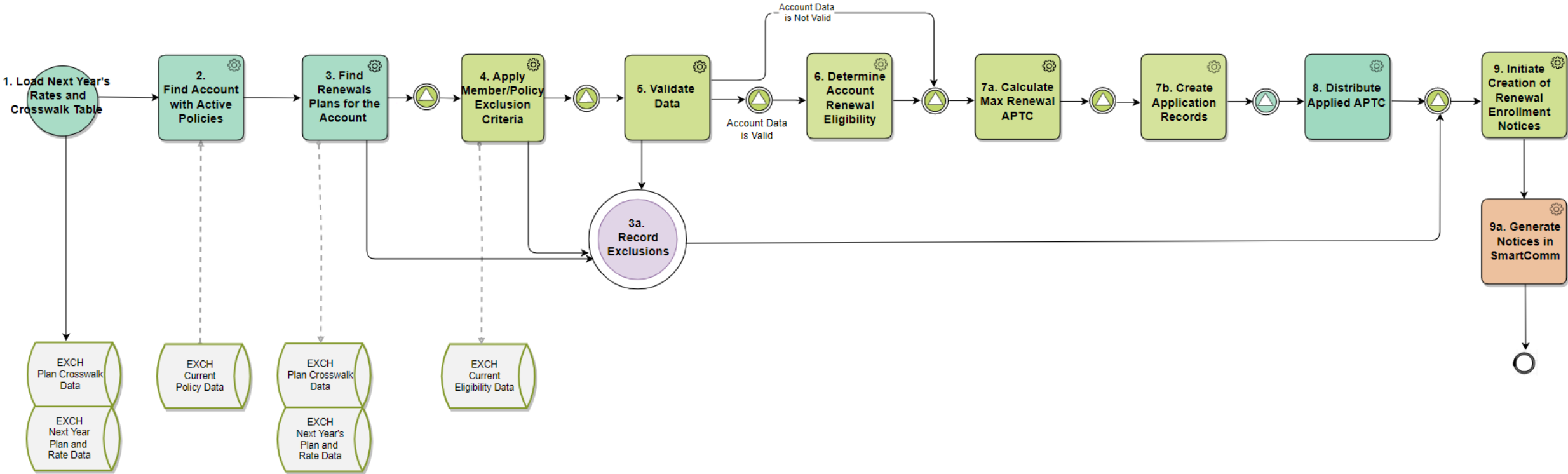
- *Utilize queuing standard to let accounts pass through each step automatically*

## Inability to scale

- *Create a process that can grow with our needs*

# Renewals Process 2022/2023

EXCH  
Renewal Extract



# What did we accomplish this year?



## New Renewals Process

- Replaced Legacy Systems
- Providing more accurate eligibility determinations using our rules engine
- Leveraged more automation via queuing



## Technical Benefits

- Reduced bulk processing methods to address issues quickly
- Allowed scaling to increase processing speed and avoid bottlenecks
- Repeatability



## Business Benefits

- **Reduced Renewals end-to-end process time from 144 hours to 18 hours**
- Less business interruption prior to open enrollment
- Technical and operational flexibility