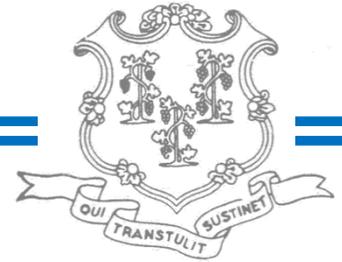


Operations Update



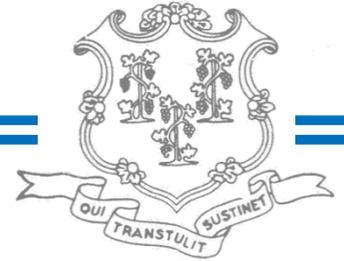
Major Operational Efforts

- Call Center Finalist Presentations
 - November 27
- Draft SHOP RFP with CCIIO for Review.
 - Estimate Release November 30th
- Independent Verification and Validation RFP
 - In Development for December Release
- Blueprint Application Update
- Policy/Procedure Approvals
 - Investment, SHOP, QHP, Navigator
- Staffing Overall
- Operating Model
 - People and Process Coordination with DSS, HRA, etc.

Weekly PMO Dashboard

Timeline

CT HIX / IE PMO Dashboard



This is the document which highlights tasks, risks, and issues of all of our roles. It uses as a source document our Work Plan – a detailed list of tasks, resources, and interdependencies which is maintained as part of our PMO.

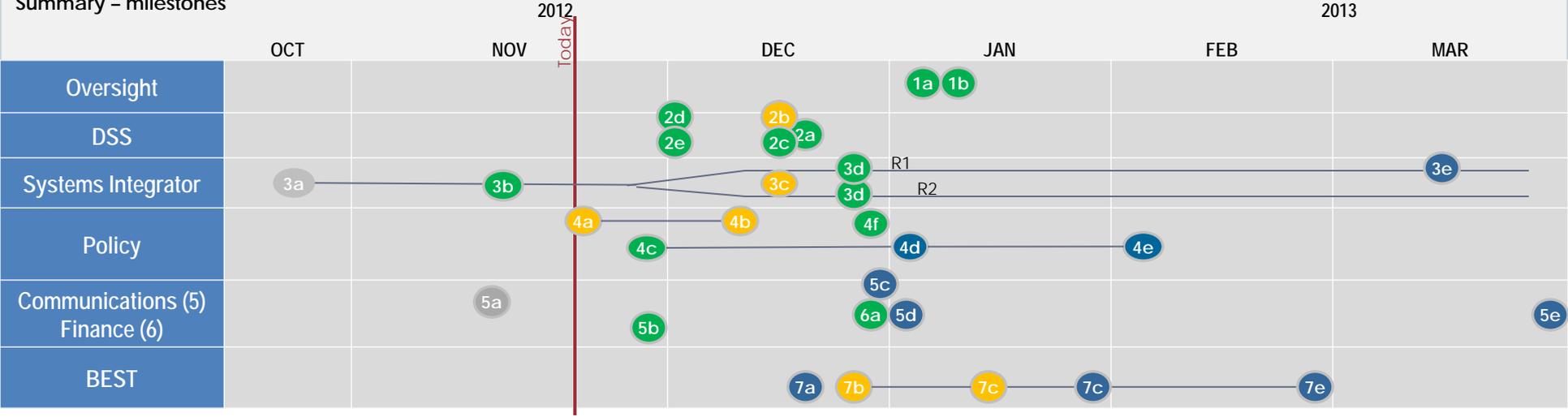
This dashboard is a distillation of what we review weekly.

This dashboard is from our November 20th IEPMO Steering Committee meeting.

CT IE / HIX PMO Dashboard

11/20/12

Summary - milestones



Oversight & Management

- (1a) Move into new HIX office (Jan 10)
- (1b) Design Review with CMS (Jan 11)

DSS Management

- (2a) Preliminary High level MOU discussions with HIX (Dec 21)

Tier 1

- (2b) Completion of Design Sessions (Dec 21)
- (2c) Commence Development of Training and Operational Transition Plan (Dec 14)

Tiers 2, 3 & 4

- (2d) Tier 2&3 Requirements and Process Flows (Nov 30)
- (2e) Tier 2&3 IAPD Submission (Nov 30)

System Integrator

- (3a) Initiation Complete (R1 & R2: Sep 26 – Oct 9)
- (3b) Planning Complete (R1 & R2: Sep 26 – Nov 20)
- (3c) Completion of Design Sessions (Dec 21)
- (3d) Solution Fit-Gap Analysis Complete (R1: Oct 12 – Dec 18; R2: Nov 23 – Dec 18)
- (3e) Solution Customization Complete (R1: Dec 10 – Mar 20; R2: Dec 21 – Jun 14)

Policy

Planning for QHP (Requirements/ Solicitation)

- (4a) Combined QHP/ Consumer Meeting (Nov 20)
- (4b) Release Final QHP Solicitation (Dec 7)

Planning for SHOP (Policy, RFP)

- (4c) Release Final SHOP RFP (Nov 30)
- (4d) Select SHOP Vendor (Jan- Feb)
- (4e) On-board SHOP Vendor (Feb 1)

Other Milestones

- (4f) Agreement with HRA for Reinsurance (late Dec)

Communications

- (5a) Submit In Person Assistor Grant Application (Nov 14)
- (5b) Board approval for Broker/Navigator Program (Nov 29)
- (5c) Marketing/ Outreach campaign launch (Dec 31)
- (5d) Publish Navigator RFP (Jan 1)
- (5e) Train & Certify Navigators (Apr 30)

Finance

- (6a) Replace OPM as Grantee (Dec 31)

BEST

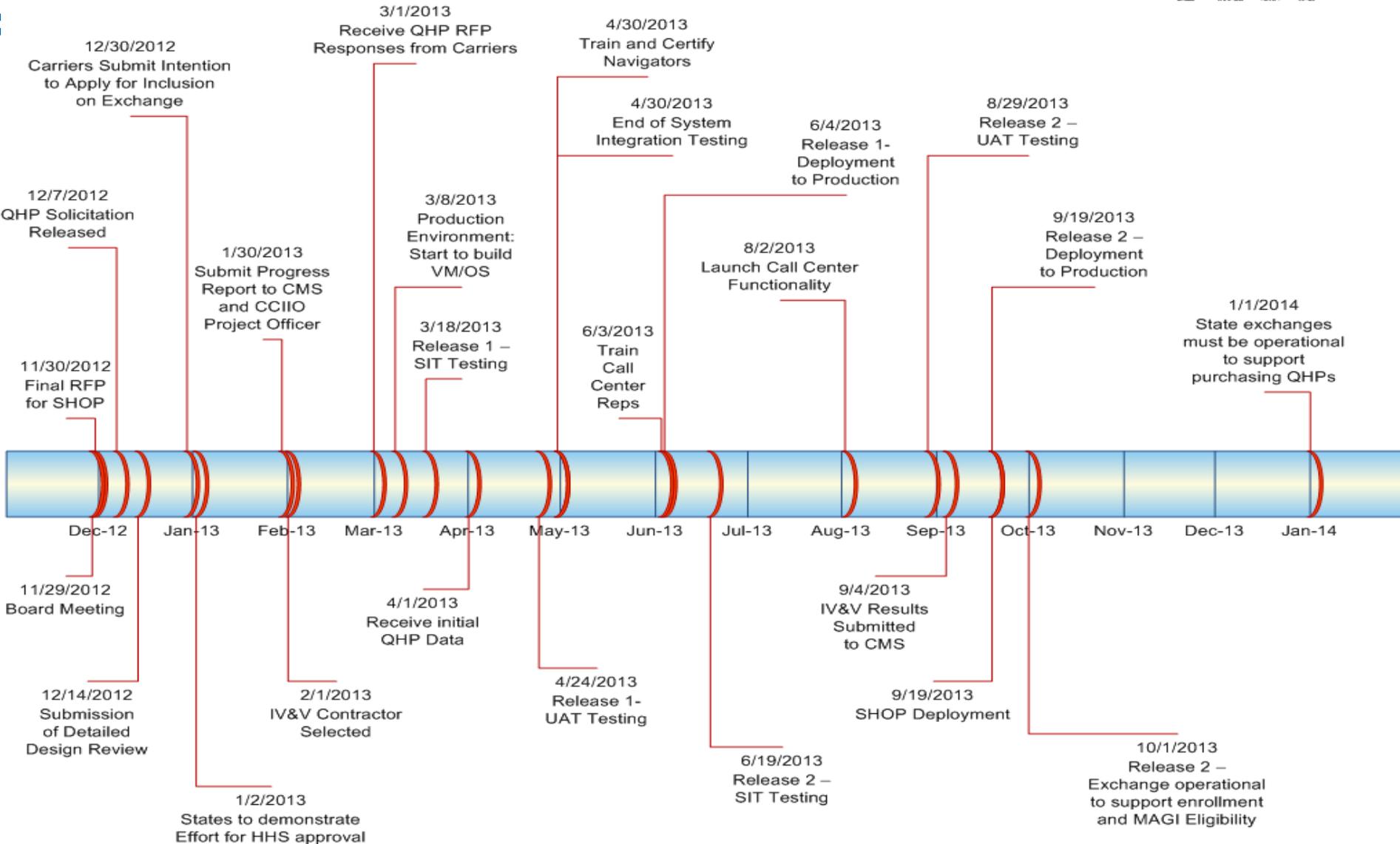
- (7a) Receive Hardware (Dec 21)
- (7b) Data center infrastructure complete (Dec 21)
- (7c) HIX UAT VM/OS environment built (Jan 9)
- (7d) UAT vanilla software installation completed (Jan 31)
- (7e) UAT software configuration completed (Feb 28)



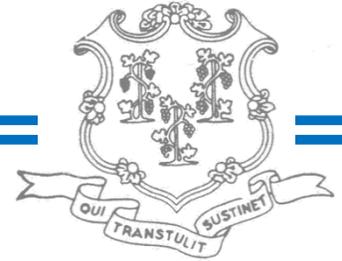
Project Risk/ Issues Summary	Schedule Risks	Resource Risks	Quality Risks	Deliverables Risks	Issues	Schedule Risks				Overall
						Resource Risks				
Oversight						Quality Risks				
DSS		(2b)				Deliverables Risks				
System Integrator		(3c)				Issues				
Policy	(4b)					Not started	Started and on track	Minor task / issue	Major task / issue	Complete
Communication		(5b)								
Finance										
BEST	(7b, 7c)									

ID	Risk	Risk Level	Mitigation	Current Status
7b, 7c	In order to maintain schedule the SI requires that the HIX has UAT environment established by 4/1/13. Technical Design Specifications are still open as is the HW and SW order. Details must resolved in order to maintain schedule.	High	BEST to provide cost, schedule, and risk details and HIX for analysis to make Cost/benefit decision.	11/19/12: An equipment and software list has been finalized and quotes have been solicited.
3c	Deloitte Requirement Lead is not onsite which is impacting full utilization	High	Provide resource plan that provides level of support and knowledge necessary to complete designs in timely manner	11/19/12: Working with SI to ensure continuity.
2b	There are resource constraints across the Stakeholder group - for various reasons. Capacity of DSS staff to support HIX/IE activities while juggling business as usual activities, and other significant DSS activities.	Med	DSS Management have developed a list of policy questions and seeking to address these in the process. Coordinate efforts with other stakeholders when scheduling project meetings.	11/19/12: Staffing plan completed. Ongoing collaboration required between stakeholders to ensure effective DSS input.
4b	HHS has not released an Actuarial Value calculator nor indicated when this will be available. This is needed by exchange and health insurers to develop plans. HIX awaiting QHP Federal templates.	Med	Maintain contacts and communication for guidance.	11/19/12: CMS inferred calculator coming prior to year end.
4b	Management of stakeholder expectations with respect to QHP requirements and solicitation. Need QHP Data prior to systems integration testing.	Med	Engagement with stakeholders; Maintain transparency of process.	11/19/12: Consulting with Wakely; issued draft QHP solicitation. AC meeting Nov 20. Board Meeting Nov 29.
5b	Uncertainty around who will pay for Navigator Program. Additionally, an in-person assistance program was recently mandated by the Feds. This program is separate and distinct from the Navigator program and requires different funding streams.	Med	This is a challenge for all the states. CT will be addressing funding issue by aggressively utilizing the new In person assister (IPA) Level 1 grant funding available (being submitted on 11/15). Funding will allow for robust IPA functionality (addressing education and enrollment), which can be further augmented and supported once Navigator funding is secured. HIX is working with OHA to aid in the administration and oversight of the IPA and Navigator programs based on their rich experience in this space. Additionally, both organizations are exploring potential Navigator funding solutions and reaching out to Connecticut Universal Healthcare as well as "Enroll America", a national non-profit.	11/19/12: Going to Board Nov 29. Level 1 grant was submitted to fund in-person assistance program in November 2012.

Timeline



Glossary



BEST- Bureau of Enterprise Systems

CMS- Centers for Medicaid and Medicare Services

CCIIO- Center for Consumer Information and Insurance Oversight(unit of CMS)

DED- Deliverable Expectation Document: collaboration between SI and HIX to define deliverables.

DSS- Department of Social Services

EMS- Eligibility Management System

HHS- Department of Health and Human Services

HIX- Health Insurance Exchange

HRA- Health Reinsurance Association: CT HIX reinsurance partner

IAPD- Implementation Advance Planning Document; document CMS requires for funding of future capability.

IE- Integrated Eligibility

IEPMO- Integrated Eligibility Program Management Office

IPA- In Person Assister

IV&V- Independent Verification and Validation

JAD- Joint Application Development: Process to develop software applications

MAGI- Modified Adjusted Gross Income

MOU- Memorandum of Understanding

OPM- Office of Policy and Management

QHP- Qualified Health Plan

R1 & R2 – Releases 1 and 2 of software and functionality for HIX for 10/1/2013

RFP- Request for Proposal

SHOP- Small Employer Health Options Program

SI- System Integrator

SIT – System Integration Testing

Tiers 1, 2, 3, & 4- Incremental capabilities of the HIX/IE system.

UAT- User Acceptance Testing

VM/OS – Virtual Machines/Operating System