

**IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO**

**MARKETPLACE COMMITTEE
MINUTES
JULY 17, 2014**

1. COMMITTEE MEMBERS PRESENT

- Mr. Mark Estess, Chair
- Mr. Fernando Veloz, Vice Chair
- Mr. Tom Shores
- Rep. John Rusche
- Ms. Zelda Geyer-Sylvia
- Director Dick Armstrong

2. OTHERS PRESENT

- Ms. Amy Dowd, Your Health Idaho
- Mr. Alberto Gonzalez, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Jody Olson, Your Health Idaho
- Dr. John Livingston, Your Health Idaho Board
- Ms. Lori Wolff, DHW
- Mr. Greg Kunz
- Mr. Lance Hatfield, Blue Cross of Idaho
- Mr. Peter Sorenson, Blue Cross of Idaho
- Ms. Natalie Podgorski, Gallatin Public Affairs
- Ms. Becky Webb, GetInsured
- Mr. Fred Heil, GetInsured
- Mr. Mike Fairweather, Accenture
- Ms. Brie Gershick, Accenture
- Ms. Tammy Perkins, Office of Governor C.L. "Butch" Otter
- Ms. Marnie Packard, Pacific Source
- Mr. Bill Roden, Select Health/Delta Dental
- Mr. Colby Cameron, Sullivan and Reberger
- Mr. Brody Aston, Lobby Idaho
- Mr. Rich Birhanzel, Accenture
- Mr. Gerald Massey, Accenture

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code § 67-2343, the Marketplace Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Mark Estess, Chair of the Committee (Chair), at 9:20 am, Thursday, July 17, 2014, at the offices of Hawley Troxell Ennis & Hawley, 877 W Main Street, Suite 1000, Boise, Idaho. In accordance

with Idaho Code § 41-6104(8), the meeting was held in an open public forum and was streamed in audio format. Members of the public could access the audio stream by dialing into a telephone number that was included in the notice of meeting posted on the Exchange Board's Web site and at the meeting location.

4. ROLL CALL

Mr. Veloz called the roll and determined that the Chair, Mr. Shores, Ms. Geyer-Sylvia, Representative Rusche and Director Armstrong were present resulting in a quorum.

5. REVIEW OF AGENDA

Motion: Ms. Geyer Sylvia moved to amend the agenda to discuss the final decision-making process and time-frame of moving forward with state exchange.

Second: Mr. Veloz.

Motion is approved.

6. RISK FRAMEWORK

Ms. Dowd introduced Ethan Owen as the new YHI IT Director.

Mr. Birhanzel reviewed the Risk Framework Introduction which will be discussed at the next Board meeting. The Risk Framework Introduction looks across all the major functions needed to be successful for the implementation of the exchange, critical milestones, alignment of YHI milestones with the CMS milestones, risk severity, milestone weight and downstream delivery risk (severity and probability). Mr. Birhanzel noted that most items are at normal risk. The two most notable risks are around the FFM data conversion and security and privacy.

Governance – The transition is currently in progress, and the transition risk needs to be evaluated at the next meeting. The verbal connection to CMS is strong, and the indications from CMS are positive. It would be helpful to have more specific assistance and endorsement from CMS surrounding daily progress. There is a high volume around decisions that need to be made and this will be increasing in the next several weeks which will require Board member support. Rep. Rusche was curious as to how the Board members could help mitigate the risks.

Program Management – There is a security and privacy procurement contract to come. All the other contracts are in place as per the CMS milestone. The Detail Program Schedule is an overall schedule which includes the re-enrollment strategy. There is still some work to do to plan the effort needed to make that happen. The YHI security plan is in motion and requires its own specific plan. There is good progress on software, and there are some tests to be done to ensure that there are no gaps concerning business requirements in the design. Ms. Geyer-Sylvia would like some more detail on the progress of the re-enrollment strategy and the communications effort. Mr. Gonzales stated that YHI has a well thought-out plan regarding the re-enrollment strategy, and will be finalized within the next week. The finalized strategy will be communicated with carriers, brokers and consumers. YHI provided CMS with their passive re-enrollment strategy, and if this process is approved by CMS, an emergency meeting may need to be held to ensure timely approval and implementation. Ms. Olson spoke on the communication plan and

stated that YHI has begun weekly meetings with DHW, DOI, the carriers and YHI communications team to create a plan. There is a framework in place and research has begun to finalize the plan. Ms. Geyer-Sylvia is concerned that there is no specific plan laid out yet.

Plan Management (Release 1) – Plan Management is expected to move smoothly as it requires limited development of software, rather to use an “out of box” solution.

Eligibility – There are two highlighted milestones which are low risk, and there is a high level of confidence surrounding the low risk factor. There is, however, some schedule compression as the complete delivery of these milestones rely on other components and manual processes.

Marketplace – The Marketplace is the section where the consumers shop and choose their plan, with technology provided by GetInsured. The Marketplace design completed and finalized is a CMS milestone. The team needs to ensure that the milestones also include the Idaho requirements, and make sure there are no requirement gaps. This is a low risk item. The higher risk item is the development and testing risk of the Marketplace. A close review has been completed on the GetInsured progress to make sure that the software is progressing according to plan and to understand how the GetInsured documents may be used for tracking and evidence. There was good evidence of the code development of the software, and is a bit ahead of schedule. The test plan script and results have not yet been provided, but this doesn't mean that they don't exist. There are a couple of risk factors which include tracking of testing results. The only risk surrounding the technical infrastructure is that it hasn't happened yet. Mr. Fairweather and Mr. Heil confirmed that the end-to-end testing will begin in two weeks, and will occur on a rolling cycle as new code becomes available until the end of September. Performance testing will be happening October 5-17. Mr. Gonzales confirmed that account creation will still not be available at the beginning of October.

Integration – There is very good progress to report on the collaboration of the teams. The technical design is in a good place. The delivery risk is ensuring that the plans made are comprehended in the business model and policies. Other risks include anticipating CMS approval as well as the interdependency with other components in the process. Ms. Geyer-Sylvia questioned whether the interface design is complete, and how confident the team is that there will not be delays. Mr. Fairweather and Mr. Heil explained that the design is complete and has been approved by the YHI Board and that the design development is a three-level process, and that it is currently in progress and this timeline has been shared with the Committee in the Interface Development Schedule.

Testing – One CMS milestone is the test plans and the amount of traceability back to the test plans which are important in the end-to-end testing. The completion of all system testing includes a schedule compression risk, and enough time to account for the things that might go wrong and be able to complete material regression testing. A low-level risk is that the CMS requires a sampling of test scripts, otherwise known as blueprint testing, and passing of this blueprint testing is required in order to go live. These samples will be ready to send to the CMS by mid-September to the first of October.

Training – There are modules in progress that are being created and there is a need to converge the system and training process content. The training process will be completed on schedule. Mr. Shores questioned the training dates, and Mr. Fairweather mentioned that the train-the-trainer

date will happen in September and different types of training will be available September-October. Ms. Gershick explained the LMS system that will be used for training, and Mr. Gonzales confirmed that the training will be accessible throughout the year for those who wish to be certified.

Consumer Support – There is interviewing and hiring of YHI key operational staff taking place. The activities are on plan for the operational team, and the risk of this milestone is very low. Ms. Geyer-Sylvia would like to know if there is a plan for how many staff will be needed depending on the renewal plan chosen. Ms. Wolff stated that based on the anticipated call volume, the DHW has hired and trained additional staff in June and will do another hire and training in August to total 35 new staff. DHW has 500 staff statewide, and she mentioned that DHW can be dynamic with their workforce, and also have the capability to hire and train temporary staff easily.

FFM Data Conversion – The risks surround the insufficient time to receive the data, and if received, the ability to work with the data. Director Armstrong mentioned that the CMS will release the basic flattened file data to DHW. It is the expectation that DHW will see that file next week. This file is important as this is what DHW will use to begin to create accounts, in collaboration with the carriers. The account transfer to the Marketplace is dependent on the FFM Data Conversion and Account creation.

Security and Privacy –The status is quite strong both from a DHW and GI perspective as well as the YHI perspective with regards to the decisions made are unique to Idaho, and the plan to make the decisions to go live are approved by FFM. Security policies need to be made from a state perspective and to have the mechanism to identify and fix any problems. The Plan of Action and Milestone Guideline documents allow the team to take the items that have not yet been accomplished and provide the FFM with a 12 month plan to address these items. The California partner was brought in to identify areas of security concern. Not all of these areas will be relevant to Idaho. YHI may require support and an external assessment to implement the Security and Privacy Policy and the corresponding controls. The RFP for this is in the beginning stages of development and there will be extra energy needed to create and implement these controls. Ms. Dowd stated that YHI will look at the IV&V vendor to assess whether their assistance would be sufficient or if it will be necessary to reach out to another third party vendor for this task and a timeline will be presented at the July Board meeting. Mr. Shores asked whether the information that we retrieve from customers for 2015 open enrollment will be shared with the FFM. Ms. Gershick noted that any information that is gathered will be shared with the federal government as per IRS procedure.

Shared Services – Ms. Dowd said that there is an analysis underway to determine YHI sustainability moving forward.

Ms. Dowd noted that the milestones listed on the Risk Analysis are the same milestones that CMS is using to assess YHI's readiness to go live. Overall, YHI is in very good shape and YHI has functionality demonstrations every week to determine Idaho's preparation. Ms. Geyer-Sylvia questioned the impact of the information that we have today relative to the August deadline. Ms. Dowd mentioned that at that time YHI will be able to make a decision to move forward or not.

Mr. Birhanzel noted that the intention is to bring this Risk Framework to the next Board meeting, and it will be as current as possible, including transition planning. Ms. Geyer-Sylvia is having trouble aggregating how the pieces all fit together. Mr. Birhanzel mentioned that the top risks in his view include receiving data, integrating systems, privacy and security, general schedule compression and the re-enrollment strategy as well as Marketplace technology. The Chair also suggested including the communication plan in the presentation to the Board.

7. DECISION TIMING AND IMPACT

Ms. Dowd said that the timing for Idaho to make a decision to go live for this fall is early August, and by then YHI should have a contingency plan in place. YHI will continue to work with CMS to go live but the end of August would be the drop dead date to have a finalized contingency plan. Ms. Geyer-Sylvia said from a carrier standpoint all plans should be finalized by early August. Mr. Birhanzel agrees that contingency planning is required, but the CMS has been vague about the criteria sets. Director Armstrong stated that if YHI moves through the stage gates and gets into later part of August, and is comfortable moving forward, CMS will not hinder YHI's progress as their goal is for the state-based exchanges to succeed, as Idaho is not the only state facing these challenges. Mr. Birhanzel mentioned that the risk assessments are only focused on succeeding with Idaho's own state-based exchange, but that the Board will need to decide on a contingency plan if it is not successful this year. Mr. Birhanzel mentioned that a follow-up with the CMS with regards to a contingency plan will be helpful.

The Chair said that the team should create the framework to help the Board decide if the contingency plan should be finalized by the beginning or the end of August. The challenge is that new info is received hourly so it is just conjecture at this point. A Board decision likely won't be made next week, but the team should not rule it out. He mentioned that the team should agree that the process is underway. Ms. Geyer-Sylvia agreed that the Board likely won't be able to make a decision next Friday, so another Marketplace meeting and then another Board meeting should be held at the beginning of August.

Chairman Weeg said the challenge is the fluidity of the environment that YHI is in and that making a decision next Friday may not be in YHI's best interest. However, pushing out a decision to the end of August may be too far. YHI received a commitment from the CMS last night to receive the data, but YHI should proceed with caution until it is received. The team should strive to be flexible as an organization to work through this. The charge from the Board has been to move forward while being fully aware of the risk and educated on the process and timelines.

Mr. Birhanzel mentioned that it would be helpful to understand what would be the point of no return date to return to the FFM. CMS would likely want input on that as well. Ms. Dowd shared the CMS perspective that they have expressed support for the state-based exchange and encouraged us to have a contingency plan for the fall.

8 NEXT MEETING

There is a special Board meeting tomorrow, and then a scheduled meeting for July 25 which will include a demo from GetInsured. Chairman Weeg suggested another Board meeting on August 8, 2014.

The next Marketplace meeting is tentatively scheduled for Thursday, July 31 from 8:00am – 11:00 am.

Ms. Geyer-Sylvia reminded the Committee that August 11 is the last day to be able to submit plans to the FFM.

9. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 11:45 am.

Signed and respectfully submitted,



Mark Estess, Committee Chair