

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

**MARKETPLACE COMMITTEE
MINUTES
DECEMBER 9, 2014**

1. COMMITTEE MEMBERS PRESENT

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

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Mr. Ethan Owen, Your Health Idaho
- Ms. Jody Olson, Your Health Idaho
- Mr. James Wong, Your Health Idaho
- Mr. Kevin Martin, Your Health Idaho
- Mr. Vincent Lam, Accenture
- Mr. Michael Fairweather, Accenture
- Mr. Gerald Massey, Accenture
- Ms. Brie Gershick, Accenture
- Ms. Eva Szalewicz, Accenture
- Mr. Luke Feaster, Accenture
- Mr. Shankar Srinivasan, GetInsured
- Mr. Fred Heil, GetInsured
- Mr. Michael McCarthy, GetInsured
- Ms. Pat Harris, First Data
- Ms. Premjeet Shergill, First Data
- Ms. Lori Wolff, DHW
- Mr. Greg Kunz, DHW
- Mr. Wes Trexler, DOI
- Ms. Kathy McGill, DOI
- Mr. Peter Sorenson, BCI
- Ms. Cathy McDougall, AARP Idaho
- Mr. Doug Dammrose, MHC
- Mr. Bill Roden, Hopkins Roden
- Mr. Brody Aston, Lobby Idaho

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 8:05 am, Tuesday, December 9, 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, Representative Rusche, Ms. Geyer-Sylvia and Director Armstrong were present resulting in a quorum.

5. APPROVAL OF PRIOR MEETING MINUTES

There were no prior meeting minutes for approval.

6. REVIEW OF AGENDA

There were no changes made to the agenda.

7. DASHBOARD REPORTING

(a) Marketplace Dashboard

Ms. Gershick reviewed the Dashboard through December 7, and noted that the format is new and includes enrollment details, website traffic information and customer service data. One of the data points that will be shown going forward will be effectuated enrollments, as that is a critical detail that affects overall enrollment numbers.

Rep. Rusche asked about the 14% call center abandonment rate and Ms. Gershick said this number is consistent with what other states have reported. She added that as of yesterday, all calls are being handled by DHW and only escalated cases are being sent on to YHI. Ms. Wolff from DHW said they ran an analysis of the callers that were abandoning their calls, and a high percentage of those were from agents and brokers and a high number of them were repeat calls (calling over and over in hopes to reach a live person and not leaving a call back number). The call volume this past week has doubled and almost tripled in some cases and the average call back wait time at some points was up to 45 minutes. This will go down considerably as we near the end of open enrollment and the call volumes decrease.

Mr. Veloz added that there are some complaints from agents and brokers where they are not receiving call-backs. Ms. Gershick replied that the initial approach was to route consumers to the DHW call center and agents/brokers to the YHI in-house call center. With the recent change for a "One-touch" approach, all calls are going through the DHW call center and only escalations are being sent to YHI. Communications sent to agents and brokers have explained the one call back

rule, which if the agent or broker is not available when the team calls them back, there will not be a second call back.

Mr. Shores said that his office has given up on leaving call back numbers because they were not receiving any call backs. They have now been using email instead as they receive quicker responses that way. However, email is not secure and no PII can be included in emails. An encrypted mail system would work well here. Ms. Gershick said that the team is doing the best they can to keep up with the heavy call volume and there is certainly room for improvement.

Ms. Wolff added that the highest volume of calls comes from the agents and brokers and YHI might look at additional training for this group to help alleviate some of the need for phone calls.

(b) Passive Enrollment Update

Ms. Gershick said as of 11/27/2014, the passive enrollment vendor completed the first pass of financial enrollments.

She said this resulted in an approximate 50% failure rate, meaning for every one person enrolled, one could not be enrolled. This occurred for multiple reasons: data mismatch e.g., first name, last name, phone number, email, SSN. After review of the response files, PMO worked to set new guidelines and training for reprocessing failed enrollments.

As of 12/3/2014, the passive enrollment vendor received the non-financial enrollments. These are being processed using the new guidelines.

Ms. Gershick said that the re-enrollments are about 75% complete at this point. Ms. Geyer-Sylvia suggested that this be included on the Marketplace dashboard.

8. 834/CARRIER INTEGRATION UPDATE

Mr. Lam from Accenture introduced himself and said he is taking over for Mr. Tauber who has rolled off the project. He has been working behind the scenes on the YHI project for 6 months and has been involved in testing on the YHI side and the carrier side.

As of today, all carriers have successfully automated the processing of initial enrollments, removing the need for the most critical scenario in the contingency plan (Phase 1). Progress for Phase 2, the change transactions for financial applications, is currently tracking behind schedule. GI created initial enrollment files needed for Phase 2 testing which went out last week and YHI, PMO and GI are working on revising the plan to complete Phase 2 testing on time. In addition, the team is updating the contingency plan to ensure there are no business or consumer impacts due to delays from Phase 2 testing. There are a couple of outstanding items from Phase 1 which are currently being worked on and planned to be closed shortly.

Ms. Geyer-Sylvia said that at Blue Cross, they are working through the files coming through but they are not automatically going through. The files are often not clean and they are requiring some work on the part of the carrier. Mr. Lam said he was aware of this and his understanding is that the team is working through these issues. If there are any urgent needs, they are being expedited by GetInsured.

9. POLICY DECISIONS

Ms. Szalewicz, who also works on the Accenture team on the operations side, said the Project Steering Committee continues to meet to discuss policy and operations. She said there are three important discussion topics she will cover including the Criteria for Special Enrollment Period for those Passively Enrolled, APTC Calculation for Special Enrollments and finally, Complex and Urgent Enrollment Cases.

She added that she will also touch on some operational issues and whether YHI will extend open enrollment for 1/1 coverage.

(a) Special Enrollment Period for Passively Enrolled

Ms. Szalewicz said that previously, the Marketplace Committee and Board approved a Special Enrollment Period for those individuals who were passively enrolled and request a change.

The eligibility criteria for this Special Enrollment Period is that someone was enrolled by a Level 1 Customer Service Representative, and where the enrollee took no action on their application or account and did not activate their account or could not access their account, and where there was no agent or broker on record to act on their behalf and where an Initial Binder Payment has been made, likely through automation (usually through an ACH payment or similar on the backend).

The special enrollment process is available only until the end of open enrollment (February 15, 2015). To take advantage of that special enrollment period an individual can make a request directly to YHI via phone or email. The timing of effectuation will follow ACA standards where if the plan selection is made between January 1 and 15, the coverage will be effective February 1. If the plan selection is made between January 16 and February 15, the coverage will be effective March 1. The individual will continue to be enrolled in the plan that they were passively enrolled in until the new plan effectuates.

Ms. Geyer-Silvia asked if the plan change would be proactive only without the ability to retroactively change plans. Ms. Szalewicz confirmed that plan changes and premiums would be proactive only.

(b) APTC and CSR Calculation

Ms. Szalewicz said YHI and DHW are working together to determine if a change is needed to be made to the calculation of APTC after open enrollment.

Currently, DHW is using the age of the applicant as of January 1st, the first day of expected coverage. Age is important because APTC calculation uses age-based rates to determine the Second Lowest Cost Silver plan.

During early 2015, DHW will continue to calculate APTC based on an individual's age as of January 1st. This may impact accuracy of the APTC calculation, but other variables, such as projected income, may also impact this calculation.

Given a lack of clarity on the APTC reconciliation process through the IRS, YHI and DHW will wait for more guidance to determine when and if a change to the APTC calculation is necessary.

Ms. Gershick explained that in the future, based on what is coming out of the IRS, this will be re-evaluated so that the actual age at the time of the change in the plan is what determines the calculation. For example, if someone had a life event in June, their APTC would be re-calculated based on their age in June instead of their age on January 1 (as it is currently calculated). This could result in a change in premium and/or APTC calculation.

(c) Complex Cases

Ms. Szalewicz said with PMO leadership, a work group has been formed to develop a similar process of the management of complex and urgent enrollment cases. This is similar to what was called “HICS” cases on the FFM. This workgroup includes Carrier, DHW and YHI operations representation, as all parties will be involved in developing this ongoing activity. The initial focus has been on pre-effectuation complex case triage and tickets are being created for each complex case and then being worked through to completion. Next, the workgroup will develop a process for post effectuation complex cases.

Ms. Geyer-Sylvia added that she appreciates the attention to this and that it would be good to have this information contained on the dashboard and include the number of tickets and the aging of these tickets.

(d) Open Enrollment Extension for 1/1 Coverage

Ms. Szalewicz said an applicant awaiting financial eligibility determination or plan selection on December 15th is considered “in flight” as they did not meet the deadline for effectuation on January 1st. YHI will take the following steps to ensure these applicants have coverage.

This extension would only be for those applications pending eligibility determination on December 15 and any applicants that have not yet selected a plan as of December 15 because they are awaiting eligibility determination.

The team is analyzing a number of items including:

- The number of in-flight applications as of December 15
- DHW is able to do roughly 500 eligibility determinations per day
- Impact to carriers to process enrollments
- Headline and operational risk of appeals due to delayed effective data (2/1 vs 1/1)
- Factors impacting consumers’ ability to enroll

The proposed solution coming out of the Project Steering team is that starting December 5, YHI will carefully monitor the number of new applications. For those who have submitted an application, with a pending eligibility determination, YHI will consider allowing these households to pick a plan through December 20.

Ms. Geyer-Sylvia said this delay in a plan’s start date won’t greatly impact new people coming onto the Marketplace because they do not already have coverage. However, due to the timing of the payment and the holiday being directly in the middle of this, she thinks if we wait until the 20th, which is a Saturday, the carrier won’t even see the file until Monday and then that gives the consumer a week to make their payment and get coverage beginning on January 1. It is a very

tight timeframe for renewals, because if the tight timeline is not met, they will have a gap in coverage.

Ms. Wolff said it is important to know what the current state is. Applications are being processed in a day (two business days at the most). Renewals are a higher priority and there is currently a large amount of people responding on their APTC and the resources needed to respond to these is immense. Mr. Kelly said YHI has redirected resources to solve the existing tickets and account linkage problem, which will in turn help alleviate some of this congestion. YHI has done all they can do in respect to the resources and thinks the best way to solve these issues is to extend open enrollment, get carriers more involved to assist with picking the right date for the deadline in order to get the most consumers covered as possible. Mr. Shores agrees with this path. Ms. Geyer-Sylvia is concerned that consumers will receive a bill that is due the same day they receive it. This topic will be discussed further in the Project Steering Team meeting to identify the correct date, how to work with the carriers and how to communicate this to agent and brokers as well as the carrier community.

10. ACCENTURE CONTRACT EXTENSIONS

(a) PMO

Mr. Kelly said that there are a number of work streams that Accenture has worked on with YHI over the past ten months since first engaging with YHI in February 2014. Accenture's contract structure with YHI is a Master Services Agreement (MSA) which governs overall contractual language and terms of the agreement. There is no dollar amount associated with the MSA. Specific services, deliverables, terms and costs are included in each Statement of Work (SOW). The current MSA expires on December 31, 2014 and needs to be extended to cover the term of the SOWs that extend beyond that date. YHI is proposing an extension of the MSA to December 31, 2015.

Mr. Kelly said that Accenture's PMO SOW is a fixed fee structure and expires on December 31, 2014. YHI intends to continue to engage Accenture for PMO services beyond the expiration date for PMO services related to technology implementations in 2015. To ensure continuity with team members, and the overall project, YHI is proposing to extend the current PMO fixed fee contract an additional 2 months while the 2015 scoping is finalized. Once scoping is finalized, Accenture and YHI will negotiate fees and terms related to the PMO services for the remainder of 2015.

Mr. Kelly reminded the Committee members that the FY15 budget included funding for PMO services.

Motion: Ms. Geyer-Sylvia moved that Marketplace Committee recommend to the Board to extend the Accenture Master Services Agreement to December 31, 2015 and that Statement of Work #1 be extended to February 28, 2015 at the current cost of \$306,609 per month which funds are included in the approved FY15 budget.

Second: Rep. Rusche.

The motion carried.

(b) Testing

Mr. Kelly said throughout 2015, YHI and GI will be implementing patches, fixes and releases related to the system. Each time the system is changed through one of these actions, testing is required to ensure functionality is being implemented as designed and perform regression testing to ensure the system is not adversely impacted by the systems changes.

Mr. Kelly said the current SOW is Time and Materials which enables YHI to throttle the hours as appropriate and control costs. YHI is requesting to extend the Testing SOW, which is Time and Materials, to ensure the proper testing framework is in place. An SOW for the remainder of 2015 will be finalized once 2015 functionality and technology scope is finalized.

Motion: Ms. Geyer-Sylvia moved that Marketplace Committee recommend to the Board to extend Statement of Work #2 (Testing) be extended to February 28, 2015 at a not to exceed amount of \$175,000 per month which funds are included in the approved FY15 budget.

Second: Rep. Rusche.

The motion carried.

(c) Operations

Mr. Kelly said Accenture has been providing Operations support on a Time and Materials basis since the resignation of the YHI Operations Program Manager. YHI has hired an Operations Director and is actively transferring the knowledge to him. YHI currently has a significant work load in the operations space and Accenture has offered analyst level resources to help fill this operational need in the short-term such that YHI can continue to take advantage of the strong institutional knowledge of business processes.

Mr. Kelly said YHI needs to continue to build its operational team and transition knowledge to resources at YHI. Operational resources will be an on-going need and it would be financially prudent to move to in-house resources. The resource model will need to be monitored and adjusted as needed based on business needs and resources available especially as we move to self-sustainability.

Mr. Kelly said YHI is proposing to extend the Operations SOW on a Time and Materials basis and not to exceed \$700,000 until YHI can build out its internal resources and complete the appropriate knowledge transfer through June 30, 2015. The expectation at this point is six near term staff from Accenture as YHI searches for the appropriate people to fill the internal positions.

Ms. Geyer Sylvia said she is concerned about the resources this is going to take and how much it is going to cost. Mr. Kelly responded that it is significantly less expensive to hire FT staff than it is to continue to use Accenture resources.

Motion: Representative Rusche moved that Marketplace Committee recommend to the Board to execute Statement of Work #6 at an amount not to exceed \$700,000 through June 30, 2015, which funds are included in the approved FY15 budget.

Second: Mr. Veloz.

Ms. Geyer Sylvia abstained until such time as YHI has a more detailed budget and transition plan for this.

The motion carried.

The Committee took a 10 minute break at 9:27 and reconvened at 9:36am.

11. TECHNOLOGY ROADMAP

(a) Summary

Ms. Szalewicz said over the past month, YHI, GI, DHW, and Accenture have conducted workshops to identify all items that could be considered as scope for 2015. Each item was evaluated based on level of effort to implement, benefit to sustainability and consumer value.

The outcome of these workgroups was fourteen items that are grouped into three areas of functionality: recommend implementation in 2015, recommend deferral to 2016 and a subset of items requiring further analysis.

Following today's discussion, the ability to implement these capabilities will now be assessed. This will depend on three key items including effort, cost and operations (production workload).

(b) Recommended Scope for 2015

Ms. Szalewicz said through this analysis, 14 major capabilities were identified as suggested or required 2015 scope including 1) simplified enrollment process, 2) production pain points, 3) dental, 4) SHOP, 5) carrier rate review tool, 6) online change reporting YHI, 7) account transfer improvements, 8) electronic DHW notices, 9) real-time eligibility, 10) automated eligibility and plan renewals, 11) consumer connector enhancements, 12) additional Get-Insured system enhancements, 13) enhancements to consumer usability, and 14) decision support analysis.

(c) Anticipated Release Timing

Ms. Szalewicz said the desire is to have all of these items ready for Open Enrollment in 2016, all involving requirements and design activities beginning immediately in January 2015.

(d) Further Analysis

Ms. Szalewicz said the following features need further research and analysis before a determination can be made on inclusion for 2015. These include 1) Provider Search and Network Evaluation, 2) Prescription Research, 3) Plan Quality Ratings, and 4) Direct Enrollment/Web Broker.

(e) Recommended for deferral to 2016

YHI, GI, and DHW jointly believe that the following items are of lower priority and can be deferred to 2016. These items include 1) Consolidated Noticing Engine, 2) Common Data

Warehouse, 3) Call Center Enhancements, 4) Single Application, and 5) Agent Accounts in Idalink.

Ms. Geyer-Sylvia said that the team should conduct further analysis into what YHI purchased from the vendor and what might have been included in the initial pricing and contract. She thinks this should be the basis for moving forward with determining what is to be deferred and what is to be done in time for open enrollment. She also commented that the Board already voted to do Direct Enrollment and the FFM is doing direct enrollment quite successfully this year and thinks that should move up to the list of items recommended for Open Enrollment 2015. Finally, she suggested that with everything the team has to get done before Open Enrollment 2015, the first two items, Provider Search and Network Evaluation and Prescription Research, should be moved into the "deferred to 2016" category because these have not been successfully done in any environment.

Mr. Kelly agreed that the contract needs to be checked before finalizing the details of these categories. One of the things to remember that the impact to the YHI system also impacts DHW, and that is an area that needs further research to determine what those impacts will be. He said that Ms. Geyer-Sylvia's recommendations were precisely the guidance he anticipated receiving from the Committee today. Following this is another level of research on determining the capacity levels, final costs, and change requests with DHW and GetInsured.

Rep. Rusche said that last year the legislature had a bill for provider cost transparency and expects to see that again this year. He thinks it will keep coming back until it is there and it might be good to include that in the future enhancements.

Ms. Geyer-Sylvia reminded the Committee that there are some back end features that have been delayed already including reconciliation and file transfers and some other basic items that are not on this list.

Ms. Szalewicz confirmed those items with Ms. Geyer-Sylvia for further review and detailed analysis.

Mr. Kelly introduced Mr. James Wong, YHI's new Operations Director.

12. EXECUTIVE SESSION

Motion: Representative Rusche moved that the Committee enter into Executive Session pursuant to Idaho Code 67-2345 to consider preliminary negotiations involving matters of trade or commerce in which this governing body is in competition with another governing body pursuant to Idaho Code 67-2345 (1) (e).

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

The Committee entered into Executive Session at 10:02 am and reconvened at 11:59 pm.

13. PRIVACY AND SECURITY RFP

Mr. Owen said there are two motions being recommended to the Marketplace Committee for approval, one for a Privacy Assessment and one for an Information Security Assessment. They are both to issue an RFP and not a binding contract at this point.

Motion: Rep. Rusche moved that the Marketplace Committee recommend to the Board that the Board authorize the Marketplace Committee to (1) conduct an RFP for Privacy Assessment, (2) establish a Proposal Evaluation Team to evaluate the responses to the RFP, and (3) accept the recommendations of the PET.

Second: Mr. Shores.

The motion carried.

Rep. Rusche added that as part of the statutory duty to the Governor, this step is a really important step.

Motion: Rep. Rusche moved that the Marketplace Committee recommend to the Board that the Board authorize the Marketplace Committee to (1) conduct an RFP for Information Security, (2) establish a Proposal Evaluation Team to evaluate the responses to the RFP, and (3) accept the recommendations of the PET.

Second: Mr. Veloz.

The motion carried.

14. NEXT MEETING

The Chair suggested Ms. Fulton poll the Committee for the next meeting the second or third week of January as a contingency and the first or second week of February.

15. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 11:08 am.

Signed and respectfully submitted,


Mark Estess, Committee Chair