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AGENDA ITEM

For Possible Action

Information Only

Date: August 13, 2015
Item Number: IX
Title: Xerox Closeout Update – Data Transition Activity

PURPOSE

The purpose of this report is to provide information to the Board and public regarding the status of the Xerox closeout with respect to the data transition activity.

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BACKGROUND

At the June 11, 2015 Board Meeting, staff presented the final report summarizing the Xerox closeout activities surrounding the operational decommissioning of the Business Operations Solution (BOS). Those activities included Data Transition and Retention, Call Center Closeout, and Consumer Case Resolution (to include IRS 1095A Form corrections). The final activity remaining was the completion transfer of Plan Year 2014 data from Xerox to the Exchange.

DATA TRANSITION

On June 25, 2015, Xerox sent the Exchange a hard drive filled with Plan Year 2014 data. That data was then uploaded to a server utilizing all appropriate IT security protocols.

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On July 6 – 10, 2015, Natoma Technologies sent staff to the Exchange to train on the two applications built to manipulate and manage Plan Year 2014 data. Most of the data was reconstructable and Exchange staff members were able to make 1095A corrections and research enrollment information. Issues did arise, however, with reconstructing payment data and submitting and receiving IRS reports associated with 1095A corrections. Credentials established by Xerox with the IRS were not initially transferred to the Exchange. Those issues were finally resolved by Xerox and the Exchange by the end of July, and final testing occurred into the early part of August.

On August 5, 2015, the Exchange concluded all testing and provided Xerox with final acceptance of the data.

CONCLUSION

This report concludes all operational interaction with Xerox.