

Nevada Site Visit Agenda

August 17-19, 2015

*2310 S Carson St #2
Carson City, NV 89701*

The purpose of the Exchange/Marketplace site visit is to conduct a business operational readiness assessment of the Marketplace’s financial and business management systems and internal controls prior to full approval of the Marketplace Blueprint. Interviews with the Marketplace’s key staff will occur simultaneously during some of the general discussions. We have included tentative interview times, but please let us know if there is a conflict and we can adjust them. Please note some interviews are conducted simultaneously.

Day 1: Monday, August 17			
TOPIC	TOPIC DETAILS	PARTICIPANTS	TIME
Entrance Conference	<ul style="list-style-type: none"> Introductions Purpose of visit Overview of the Marketplace operations 	SSHIE: Bruce Gilbert (Executive Director), Damon Haycock (COO), Tyler Klimas (Communications Officer) Laura Rich (Project Management Officer) Cari Eaton (Finance Officer) Nicholas Cranston (IT Officer) Nikolaus Proper (Plan Management Coordinator) Additional Staff as requested by state CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Sum Mehrnama, Akin Oyekan, Cassandra Cacace	9:00 – 10:00
Governance	<ul style="list-style-type: none"> Governance structure Governance policies and processes 	SSHIE: CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Sum Mehrnama, Akin Oyekan, Cassandra Cacace, Jim Scott	10:00 – 10:30
Break			10:30 – 10:45
Tour of Facilities	<ul style="list-style-type: none"> Office tour Location for CMS Team and Interviews 	SSHIE: CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Sum Mehrnama, Akin Oyekan, Cassandra Cacace, Jim Scott	10:45 – 11:15
Key Management and Staff	<i>Interview with HR Director</i> <ul style="list-style-type: none"> Staff onboarding (roles/responsibilities) Training and related policies and procedures 	SSHIE: HR Director CMS: Akin Oyekan, Cassandra Cacace, Jim Scott	11:15 – 12:15
Lunch			12:15 – 1:00

Day 1: Monday, August 17			
TOPIC	TOPIC DETAILS	PARTICIPANTS	TIME
Procurement Process and Contractual Agreements	<i>Interview with Procurement Manager</i> <ul style="list-style-type: none"> Review of policies and procedures Walk through of the procurement process SSHIE contracts and agreements IPA/Navigators/Agents, Brokers/IT 	SSHIE: Procurement Manager CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Sum Mehrnama, Akin Oyekan, Cassandra Cacace, Jim Scott	1:00 – 3:00
Break			3:00 – 3:15 pm
Financial Management	<i>Interview with Chief Financial Officer (CFO)</i> <ul style="list-style-type: none"> SSHIE financial management process <ul style="list-style-type: none"> Policies and Procedures Budgeting Financial Analysis Financial Oversight 	SSHIE: Cari Eaton CMS: Akin Oyekan, Jim Scott	3:15 – 4:15
Sustainability	<i>Interview with Sustainability Manager</i> <ul style="list-style-type: none"> Sustainability plan & status Risk Analysis Long-term forecasting 	SSHIE: CMS: Sarah Grantham, Karen Mercer, Gina Hambrick, Deborah Palmer, Sum Mehrnama, Akin Oyekan, Cassandra Cacace, Jim Scott, Shivi Malhotra, Anika Vartan	4:30 – 5:45

Day 2: Tuesday, August 18			
TOPIC	TOPIC DETAILS	PARTICIPANTS	TIME
Call Center Tour <i>(Located at the Marketplace: 2310 S. Carson St. Suite 2, Carson City, NV 89701)</i>	<ul style="list-style-type: none"> Call Center tour Policies and Procedures Metrics reports tracked Staff training 	SSHIE: Call Center Staff CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Cassandra Cacace, Sum Mehrnama	9:00 – 10:30
IPA Tour <i>(755 N. Roop St. #211 Carson City, Nevada 89701)</i>	<ul style="list-style-type: none"> Policies and Procedures Certifications/Training 	SSHIE: IPA Staff CMS: Karen Mercer, Gina Hambrick, Cassandra Cacace, Sum Mehrnama	11:00 – 12:00
DSWW Tour	<ul style="list-style-type: none"> Policies Procedures Privacy and Security 	SSHIE: DSWW Staff CMS: Deborah Palmer	11:00 – 12:00
Accounting Process	<i>Interview with Lead Accountant</i> <ul style="list-style-type: none"> Accounting policies and procedures Demo of accounting system Accountability for property and equipment 	SSHIE: Lead Accountant CMS: Akin Oyekan, Jim Scott	10:00 – 11:00

Payroll Process	<i>Interview with Payroll Manager</i> <ul style="list-style-type: none"> Review of policies and procedures Walk through of the payroll process 	SSHIE: Payroll Manager CMS: Akin Oyekan, Jim Scott	11:15 – 12:15
Lunch			12:15 – 1:30
Privacy Discussion	<i>Interview with Privacy and Security Officer</i> <ul style="list-style-type: none"> Incident response Consumer disputes/corrections Corrections from non-marketplace entities Notification and consent to/from consumers in the event of major system change Agreements executed with other entities that share data Consumer protection laws that govern the protection of consumer PII Training and education Data retention and destruction procedures 	SSHIE: Chief Information Security Officer CMS: Deborah Palmer, Jessica Nicol, Shampy Narula	1:30 – 2:30
Document Inventory	<ul style="list-style-type: none"> High level discussion of outstanding documentation for the Blueprint requirements and full approval Review of specific Blueprint sections, pending completion 	SSHIE: CMS: Gina Hambrick, Sum Mehrnama	1:30 – 2:30
Board	<i>Interview with selected Board member</i> <ul style="list-style-type: none"> Board roles and responsibilities 	SSHIE: Board member CMS: Karen Mercer, Gina Hambrick, Deborah Palmer, Cassandra Cacace, Sum Mehrnama	3:00 – 4:00

Day 3: Wednesday, August 19			
TOPIC	TOPIC DETAILS	PARTICIPANTS	TIME
Follow up on any outstanding items	<ul style="list-style-type: none"> Follow up interviews Additional document requests and system(s) testing Process demos 	SSHIE: Requested Marketplace Staff CMS Team, as applicable	8:30 – 10:30
Exit Conference	<ul style="list-style-type: none"> Follow up questions Outstanding items Next steps 	SSHIE: CMS: Karen Mercer, Gina Hambrick, Akin Oyekan, Jim Scott, Sandra Tasic, Susan Li	11:00 – 12:00