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AGENDA ITEM

☐ **For Possible Action**

☒ **Information Only**

Date: July 12, 2018

Item Number: VI

Title: State Based Exchange Transition Update

PURPOSE

This agenda item is being submitted to provide the Board of Directors with an update on the progress of Nevada's State Based Exchange Transition Project.

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VENDOR UPDATE

In March of this year the Exchange released its Request for Proposal (RFP) for the State Based Exchange Transition Project. The goal of the project is to transition Nevada's ACA marketplace operations away from the federal platform (healthcare.gov) and towards autonomous operation as a State Based Exchange (SBE). The RFP was divided into two separate Scopes of Work—the first of which defined the requirements for the web-based technology platform that will handle eligibility and enrollment, and the second of which defined the requirements for the consumer assistance center—and it was structured in such a way as to allow vendors to respond to either Scope of Work individually, while also allowing a single vendor to respond to both Scopes of Work.

The RFP closed in early April, and the evaluation committee reviewed the vendor proposals during April and early May. Invitations were then sent to a short list of vendors for on-site

presentations on May 21-22, and the final vendor selections, based upon the highest cumulative score for each Scope of Work, occurred on May 22. A single vendor, GetInsured, received the highest score for both the technology platform and the consumer assistance center.

Among the scoring criteria considered during the evaluation process was, "Experience in the performance of comparable engagements," and GetInsured has the distinction of being the only vendor to transition a state away from the federal platform and towards operation as an SBE, which they did for Idaho in 2015. They also offer an exceptionally high level of integration between their technology platform and consumer assistance center products, and their existing operations in Idaho, Minnesota, and numerous other states offer the potential for shared cost savings among the users of the GetInsured platform.

Also considered during the evaluation process was the vendor's cost proposal, and the Exchange is happy to announce that the ongoing operational costs associated with the transition will be in line with our stated goal of approximately 50% cost savings versus the federal platform. The Exchange recently completed a constructive and efficient contract negotiation process, which we hope has set the tone for a highly collaborative vendor relationship. We believe the Exchange has negotiated a favorable and flexible agreement that builds on the strengths of the Idaho and Minnesota contracts, and we're pleased that the Board is taking possible action to approve the contract at today's meeting. In short, we believe that our procurement process, conducted in collaboration with the State Purchasing Division, has resulted in the best possible outlook for Nevada as we head in to this crucial transition.

PROJECT MANAGEMENT OFFICE UPDATE

In February of this year SSHIX personnel conducted a site visit to the Idaho health insurance exchange with the goal of better understanding the detailed requirements for an SBE transition. During this fruitful trip it quickly became apparent that establishing a Project Management Office (PMO) and engaging the services of experienced, professional project management personnel would significantly reduce the risks associated with this transition. Doing so would also provide an independent level of verification and transparency that could not be provided by the Exchange or its vendor.

In May of this year we began the solicitation process to fill two key positions. The first is position is a Project Manager, who will be responsible for developing and implementing a detailed project plan, managing project status meetings and updates, working with CMS representatives to ensure the approval and operational readiness of the SBE platform, and coordinating the review and approval of vendor deliverables. The second position is an Information Security Specialist, who will be responsible for working with CMS to ensure the privacy and security compliance of the SBE platform, independently verifying and validating the privacy and security compliance of Nevada's IT infrastructure, and ensuring the privacy and security compliance of the project stakeholders with whom the Exchange will be exchanging electronic data (including the Division of Welfare and Supportive Services, Nevada's on-exchange insurance carriers, and the Federal Data Services Hub). In addition to these duties both positions will be responsible for developing the Exchange's Policies, Standards, and Procedures

as an SBE, as well as developing staff training materials for the functions that the Exchange will be absorbing from the federal platform.

The solicitations were conducted using the state's Request for Services (RFS) process, and the position advertisements listed stringent criteria for experience and expertise in the Affordable Care Act field. Numerous qualified candidates for both positions were located, many of whom had direct experience with the establishment of an SBE. The first round of interviews with these candidates was conducted on June 25-26. We then identified the standout candidates and conducted a second round of interviews on July 2nd. The Exchange is very enthusiastic about the results of this process, and we hope to have contracts in place for both positions (via Master Service Agreement) prior to the July 12th Board Meeting.

ANTICIPATED TRANSITION TIMELINE

The vendor contract will be presented for approval at the August 14th Board of Examiners meeting. Contingent upon the approval and execution of these contracts the PMO will coordinate a project kickoff meeting to introduce the project's key stakeholders and establish points of contact/communications protocols. The vendor and the PMO, in collaboration with the key stakeholders, will then jointly develop a detailed project plan during September, October, and November of 2018.

December 2018—January 2019 will entail the customization of the technology platform for Nevada's specific needs, including the incorporation of the Nevada Health Link brand name. Testing of the system's electronic data interchange functions (including connections to Nevada's Medicaid system, Nevada's on-exchange insurance carriers, and the Federal Data Services Hub) is scheduled for February—March of 2019.

During April—May of 2019 the vendor will work with CMS to migrate the Exchange's consumer data from the federal platform to the SBE platform. During this time the vendor will also develop a detailed plan for educating migrated consumers on the actions required for re-verification of their migrated user accounts. While we anticipate that qualified consumers can be auto re-enrolled even if no action is conducted on their parts, consumers who wish to actively shop for a new QHP will be required to verify their email addresses, update their contact information, and create a new login password.

System go-live is scheduled for September 1st, 2019, and the GetInsured call center is scheduled to begin operations concurrent with the launch of the public-facing website. During the month of September migrated consumers will be able to use the website to re-verify their migrated user accounts, and call center personnel will provide technical support for this process. Around the second week of October QHP plan data will then be made available for anonymous plan comparison.

Open Enrollment is scheduled to begin on November 1st, 2019, with Nevada Health Link offering full SBE support for QHPs effective January 1st, 2020. CMS has pledged to continue providing support for coverage dates prior to January 1st, 2020.