



Silver State Health Insurance Exchange

2310 South Carson Street, Suite 2 Carson City, NV 89701 T: 775-687-9939 F: 775-687-9932

www.nevadahealthlink.com/sshix

AGENDA ITEM

For Possible Action

Information Only

Date: October 25, 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 Marketplace Transition Project.

CONTENTS

PURPOSE	1
CONTENTS	1
PROJECT MANAGEMENT OFFICE UPDATE	1
VENDOR UPDATE.....	3

PROJECT MANAGEMENT OFFICE UPDATE

In May of this year the Silver State Health Insurance Exchange (Exchange) began the solicitation process to engage personnel to establish a Project Management Office (PMO). The Exchange was seeking the services of Affordable Care Act (ACA) experienced project management personnel to “greatly reduce the risks” associated with the State Based Marketplace (SBM) Transition Project. Following multiple rounds of interviews of numerous qualified candidates, the Nevada Exchange identified and signed contracts with two individuals, contingent upon the Board of Examiners (BOE) approval of the GetInsured (GI) contract. With the approval of the GI contract by the BOE on August 14th of this year, the contingency was satisfied and the Project Manager and Information Security Specialist could begin work. As of August 15, 2018, The SBM Transition Project could officially begin.

To recount, the Project Manager is responsible for the successful completion of this SBM Transition Project, providing project governance while working collaboratively with the vendor

to develop and implement a detailed project plan, manage project status meetings and updates, coordinate the vendor delivery, coordinate state review and approval of all deliverables, and manage project risk and the project Change Control Board. Also, the Project Manager is to work with the Department of Welfare and Supportive Services (DWSS) to ensure their inclusion and the Center for Medicare and Medicaid Services (CMS) representatives to ensure the approval and operational readiness of the SBE platform. The Information Security Specialist is responsible for working with GI, CMS and DWSS 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.

At this point in the Project timeline, the Project Manager has established infrastructure fundamentals such as a Deliverable Matrix, Deliverable review and approval process, Meeting Matrix, Communications Matrix, a Risk analysis & mitigation process as well as a Change Control Board and the associated Change Request process. Project Status is reported to the PMO on a weekly basis by GI and in turn the Project Status from the PMO point of view is reported weekly to the Exchange and DWSS teams.

The process by which contracted deliverables are tracked has been established with the vendor. A set of steps aligns the vendor and Exchange to contract requirements and expectations and helps to verify and validate deliverables in a timely fashion. As this is a deliverables based contract, payments to the vendor are made only upon Exchange approval of deliverables.

Relationships between the PMO, DWSS, GetInsured and CMS are being established and we are well on the way to developing a cohesive team to support the SBM Transition Project to a successful implementation.

On August 27th the PMO coordinated a project kickoff meeting to introduce the project's key stakeholders and establish points of contact/communications protocols. As the project has progressed in the early months, we have worked collaboratively, achieving the first three Milestones efficiently and effectively. Milestones 1 and 12 consisted of the project kickoff meeting and the pre-existing Software license agreement for Scopes of Work (SOW) one and two, followed by Milestone 2, the Data Migration Plan.

We are on target to receive Milestone 3 (which consists of the Project Plan for Technology Platform phases one and two, The Technology Platform annual work cycle plan, the EDI Test Plan, Carrier Certification Plan, Consumer Reconciliation Plan and the FDSH Implementation Plan) and Milestone 13 (Project Plan for Consumer Assistance center phases one and two and Consumer Assistance Center Annual Work Cycle Plan) by November 30, 2018.

The SBM Transition Project is progressing, on schedule, on budget and well within Scope.

VENDOR UPDATE

GetInsured, the selected vendor for the SBM Transition Project, has hit the ground running. No doubt they began preparations with the approval from the Exchange Board on July 12th anticipating approval by the BOE on August 14th. GI has formed their team allocating key resources to be overseen by their Project Manager, Jay Beaman.

The two SOW's are:

- 1.) Technology Platform led by Dawn Hughan
- 2.) Consumer Assistance Center led by Nicole Burnett

The GetInsured team behind the scenes consists of a number of subject matter experts, well versed in the GI products and implementations in their client States.

Early in September, GI began a series of onsite Joint Product Review (JPR) sessions with the Exchange, going into explanations on how the individual modules work. While all sessions involved Exchange staff, some were of particular interest to DWSS who hold the all-important "Authority to Connect" to the Federal Services Data Hub (FDSH). These informational sessions continued through October 12th.

By the end of November, GI will deliver a Project Management Plan that will guide the rest of the SBM transition Project. Overall, 2019 will see far less planning and far more action as we begin the year by standing up test and training environments and completing the Electronic Data Interchange (EDI) tests with our partner carriers.

The summer of 2019 will be particularly busy with the production environment being stood up and the subsequent data migration involving the Federally Facilitated Marketplace (FFM). We are now targeting the delivery of the production environment one month earlier than originally agreed upon in order to support the data migration schedule outlined in the Data Migration Plan. This will put us in line to have the Agent Directory loaded into the database in July and then load the 2019 consumer applications from the FFM in August. This also allows the consumers to update their application and consent information between that date and October 15th. During this time the vendor will also develop a detailed plan for educating migrated consumers on the actions required for reverification of their migrated user accounts. Enrollment data is expected to be loaded from the FFM into the database on October 1st thus completing the data migration from the FFM to our own SMB platform. The system go live date remains September 1 of 2019.

Open Enrollment for plan year 2020 on the new Nevada State Based Exchange begins November 1, 2019. Nevada Health Link will offer full SBE support for Qualified Health Plans (QHP) effective January 1, 2020. CMS will support the coverage dates prior to that date.