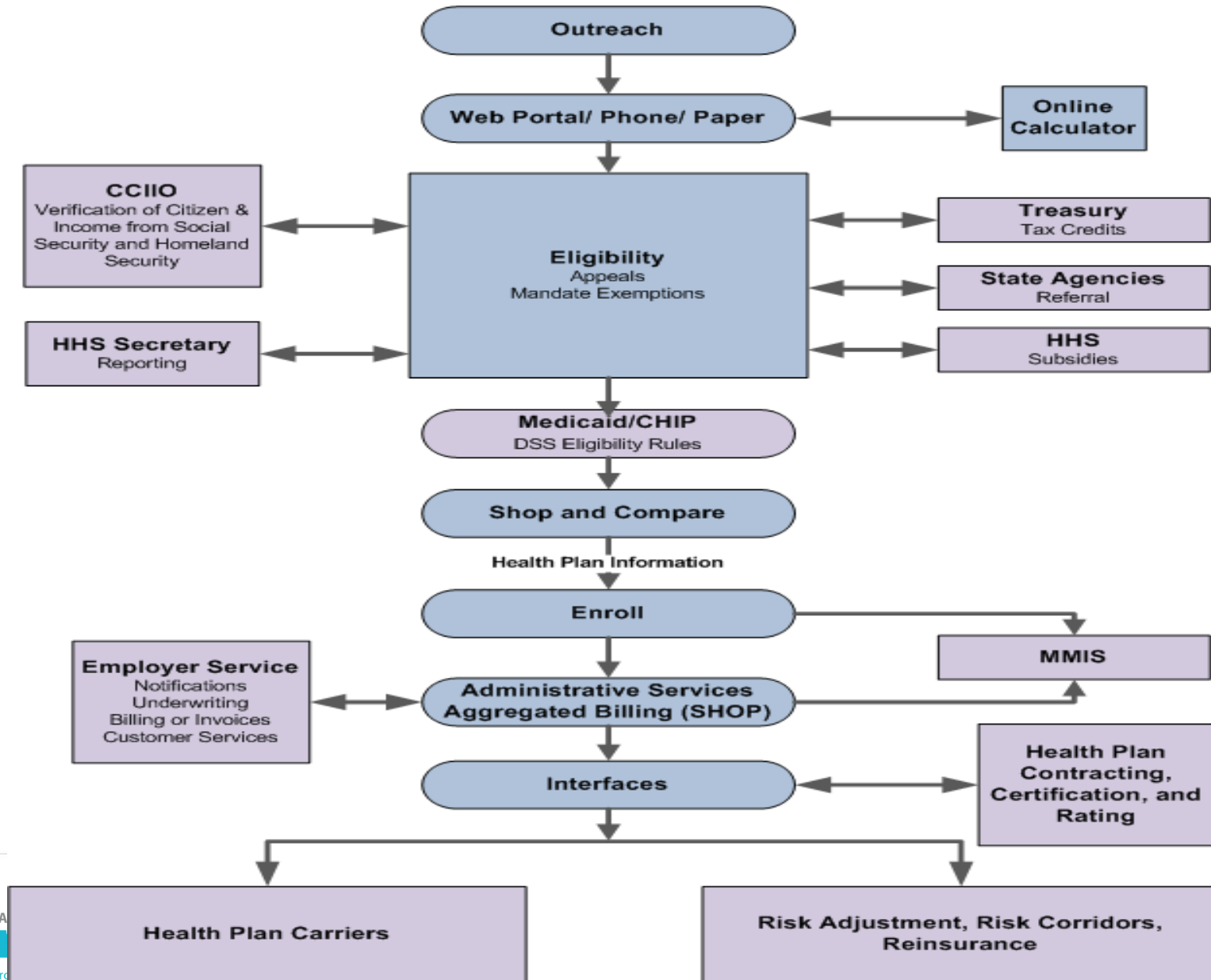


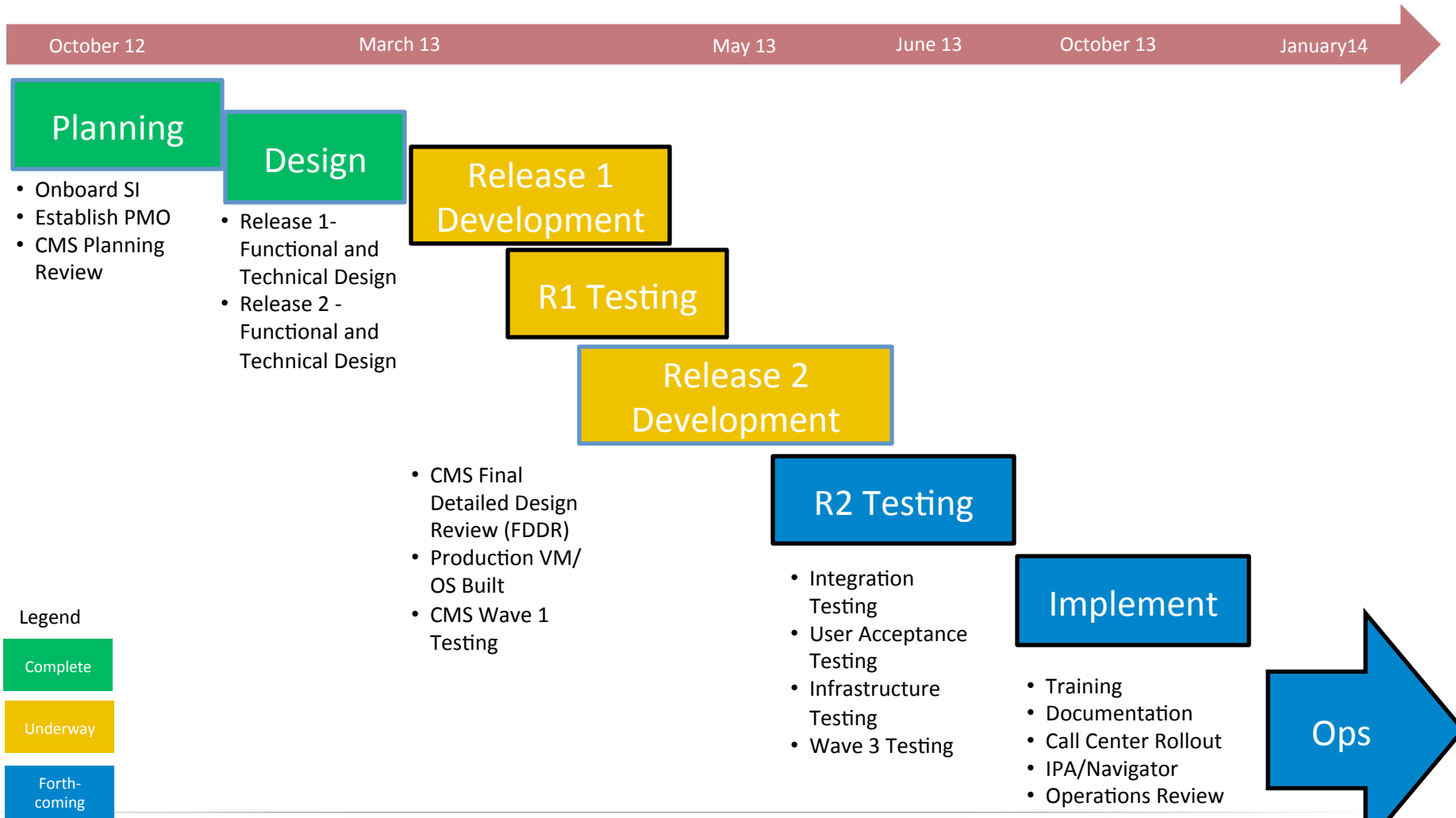
State Based Marketplace Model

Connecticut Strategy and Key Challenges

Connecticut's State Based Marketplace – No Wrong Door



Connecticut's State Based Marketplace – Where are we now....



Key Challenges

- Federal Changes
 - Single Streamlined Application
 - FTI Data
- Federal Data Service Hub
 - Integrated Performance Testing not planned
- Testing
 - Carriers, 834, SERFF
 - User Acceptance Testing Timeframe
 - CT Agency Integration
- Customer Usability
 - New customers understanding a very complex subject

Federally Facilitated Exchange (FFE)

South Carolina Strategy and Key Challenges

South Carolina Strategy

- Completely replace existing eligibility system
- Major changes to processes, procedures, and policies (the 3 Ps)
- Framework and COTS approach
 - Implementing IBM Cúram solution
 - Configuration over customization
 - Build “onto” not “into”
- Iterative, incremental and agile methodology

Key Challenges

- Finalizing and testing of federal exchange
 - Hub, case transfer, household handling
- Operational changes
 - Process model and procedures, training
 - Consumer assistance component
- Cultural changes for staff
- New technology
 - Not just the eligibility system...

Critical Path

- Ruthless focus on Day One Year One (DOYO) functions and needs
- Significant contingency/risk planning
- Operational strategy
 - Initial focus on new day applications
 - Limited/focused team in new system
 - Use of project team for end-user support
 - Training plan/program

State Partnership Model

IT Challenges

Overview of Iowa's Partnership Model

- Plan Management
- Not an “official” consumer assistance model, but undertaking some consumer assistance activities
- In process of Medicaid eligibility system replacement with new system to be implemented for Day One

IT Challenges: Plan Management

- System for Electronic Rate and Form Filing (SERFF) template issues
- Assisting carriers with 834 enrollment transaction implementation and testing issues
- Short timeframe for loading of plan data to Health Insurance Oversight System (HIOS)

IT Challenges: Medicaid Integration

- Seamless, real-time integration between the federal services data hub and Medicaid agency
- Time available for the Medicaid sea-change
- Field staff use of a new system and understanding of the new insurance affordability programs