Innovator Session: Operational Alternatives for State Based Exchanges

DEPARTMENT OF HEALTH AND HUMAN SERVICES

CENTERS for MEDICARE & MEDICAID SERVICES

Center for Consumer Information and Insurance Oversight

State Exchange Grantee Meeting

September 19-20, 2011

Agenda

- Why State Leadership Matters
- Innovators States and Their Role
- Grant Application Considerations
- Sample Innovator "As is" and "To be" Summaries and diagrams
- "Tough" Questions for Vendors
- About "Speed Stating"

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Early Innovator State Leadership

Why it Matters?

- Reduce Risk
  - Development
  - Timeline
- Reduce Costs
- Compress Time to Delivery
- Foster collaboration within the Exchange community

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Early Innovator States

- Current Early Innovator States?
  - Maryland
  - Massachusetts
  - New York
  - Oregon
  - Wisconsin

- How they are different?
  - Earlier Grant Funding
  - Agreed to Develop Functionality Other States May Use
  - "Blazing Trails" that Others May Follow
  - Source of "Lessons Applied" as it Relates to Exchange Implementation

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Grant Application Considerations

- What your Proposed Solution Looks Like
  - Build from existing, build from scratch, commercially available off-the-shelf (COTS), managed service
- Vendor / Systems Integration Partner under Contract
- Assure Key Business Components are Being Incorporated
  - Eligibility & Enrollment
  - Financial Management
  - Plan Management
  - Customer Service
  - Communications
  - Oversight
- Some Key Technical Components to Consider
  - Hosting
  - Portal
  - Data Base
  - Rules Engine
  - Business Intelligence

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Tough Questions to Ask Vendors

- Can you show us how much of our required functionality exists in the proposed solution today? How much is planned for another release? When is the next release? How much would be custom development?

- What is your pricing model for modifications to your solution?

- How will help us meet the timeframes? What are your constraints and assumptions in helping us meet those deadlines

- Can you show us how you have you incorporated the Seven Conditions and Standards, Exchange Reference Architecture, MITA, and other CMS guidance into the solution?

- Can you show us how you mapped the Seven Conditions and Standards to your offering to enable the state to affirm alignment with them? Can we see the mapping?

- How will you demonstrate key resources you propose will be available for my project?

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Tough Questions to Ask Vendors, Cont.

- Have you considered how Logical / Functional Building Blocks Available from the Innovator State can be incorporated into my solution

- What standards are being used to facilitate the breakdown of the Exchange functionality into interchangeable building blocks? What are the interfaces between components?

- How is security (Data, PII, Health Data) addressed in the modules? Do the standards meet CMS & NIST standards?

- What is the licensing timeframe commitment – does a state sign up for one year? Multiple years? Other?

- How is pricing calculated?
  - Flat rate?
  - By number of health care customer accounts?
  - By State Exchange user seat (A per-seat license is a software license based on the number of individual users who have access to the software)?
  - Other?

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"Speed Stating" *How it Works…*

All State Grantees will have the Opportunity to Connect with the Early Innovators

- Ask questions about the systems being built

- Understand how the components fit together

- Discuss the "Tough Questions" to ask vendors

- Gain knowledge on Early Innovator plans and environments

- Assess similarities in IT Architectures

- Explore potential for Early Innovator States to host selected business functions

- Share knowledge and ask questions

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