

Advisory Task Force Update

May 18, 2012



Areas for Exchange Establishment

Eleven Exchange Establishment Core Subjects

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| • Background Research | • Governance |
| • Stakeholder Consultation | • Program Integration |
| • Legislative and Regulatory Action | • Exchange IT Systems |
| • Financial Management | • Oversight and Program Integrity |
| • Health Insurance Market Reforms | • Business Operations of the Exchange |
| • Providing Assistance to Individuals and Small Businesses, Coverage Appeals, and Complaints | |

Design Review

- May 24-25, 2012 in Washington D.C.
- We are one of the first four states to go through this review level
- Purpose is to assess progress against the eleven establishment core areas and certification requirements related to IT and operations

Background Research

- State must conduct analysis of insurance market and develop recommendations based on this analysis
- The primary action in this area has been the work done by Gruber/Gorman
- Updated report released April 2012 with an update planned for late 2012

Stakeholder Consultation

- ACA requires consultation with stakeholders in the planning, establishment and ongoing operation of Exchanges
- Exchange Advisory Task Force
- Health Care Reform Task Force
- Technical work groups
- Market research about to begin
- PR and Branding RFPs still to be awarded

Legislative/Regulatory Action

- Several Exchange related bills introduced in recent session; none passed

Governance

- Governance work group provided initial recommendations on characteristics of such a structure in January 2012
- Advisory Task Force adopted those recommendations

Program Integration

- ACA requires Exchanges to work closely with Medicaid to ensure seamless eligibility verification and enrollment processes
- Exchange staff and DHS work continuing, including revisions to interagency agreements, cross-agency steering committee, and collaboration on eligibility and enrollment issues to ensure seamless processes
- Exchange also needs to work closely with market regulators on such issues as regulation and licensure of issuers, consumer complaints, solvency, and adverse selection.
- Continued work between MDH and Commerce on regulatory areas on regulatory/certification process; interagency and intra-agency agreements being drafted
- Starting to engage with DHS, MDH, Commerce and other state agencies currently involved in customer services regarding Exchange customer service infrastructure

Exchange IT Systems

- Contract negotiations with vendors ongoing; work planned to start soon
- Ongoing partnership with multiple states on SERFF; beta planned for June 2012
- Ongoing partnership with multiple states on UX2014; deliverables anticipated June 2012
- IT Operations Work Group to start later in spring 2012

Financial Management

- Finance Work Group provided initial recommendations in January 2013
- Budget planning with Wakely consulting – RWJF Technical Assistance provider
- Work on internal controls and risk mitigation ongoing
- Discussions with Treasury initiated

Oversight/Program Integrity

- Working with Commerce Program Integrity Office to establish a Program Integrity Framework for the Exchange
- Currently conducting IT and Operational Risk Assessments

Health Insurance Market Reforms

- States must implement the health insurance market reforms in Subtitles A and C of the ACA for certification of a State Exchange
- New Commerce Assistant Commissioner of Insurance
- Ongoing work with Health/Commerce regulatory areas on non-Exchange specific market reform measures

Customer Services

- Exchanges are required to provide certain services, including informational assistance, a toll free telephone hotline, and helping individuals learn whether they are eligible for Medicaid and subsidy programs and facilitate the enrollment process.
- Customer Service Director position posted
- Call Center assessment RFP forthcoming
- Discussion on appeals process ongoing
- Input being solicited from Outreach/Marketing, Navigator/Broker and Small Employer Work Groups on customer service issues

Business Operations

Exchanges must carry out several functions required by the ACA:

- Certification, recertification, and decertification of qualified health plans
- Call center
- Exchange website
- Comparative information on benefit plans, cost, quality, and satisfaction using a standard format
- Seamless eligibility and enrollment process with Medicaid
- Administration of premium tax credits and cost-sharing reductions
- Individual responsibility determinations
- Adjudication of appeals of eligibility determinations
- Notification and appeals of employer liability
- Information reporting to IRS and enrollees
- Outreach and education
- Navigator program
- Small Employer Exchange-specific functions: premium aggregation and employee choice

Business Operations

- QHP certification work group to meet May through July
- MDH/Commerce interagency work group focusing on the process of regulating/certifying QHPs, including integration with SERFF
- Director of Customer Services position posted
- Draft Call Center Assessment RFP prepared
- Contract negotiations with IT vendors ongoing

Business Operations

- Quality and Measurement work group working on criteria, data, and presentation of this information
- Quality measurement RFP forthcoming
- Streamlined Eligibility/Enrollment major part of IT build and subject of various interagency work plans
- Waiting for federal guidance on the simplified/streamlined application

Business Operations

- Waiting for final rules from IRS on APTC, individual responsibility exemption, employer notifications, IRS reporting, etc.
- Appeals discussions for individuals initiated, including how to integrate it into existing appeals procedures – also awaiting further federal guidance in this area

Business Operations

- Navigator/Broker work group plan organized around market segments and sources of information
- Market Research RFP awarded to Salter-Mitchell; report will be finished and findings reported to Advisory Task Force, HC Reform Task Force and work groups in June/July
- Public Relations RFP issued, still selecting vendor
- Branding RFP issued, still selecting vendor
- Advertising campaign not until 2013

Business Operations

- Small Employer work group
- Premium aggregation and various options for employer and employee choice incorporated in IT build

Reducing Disparities

- Exchange Advisory Task Force meeting on disparities in January 2012; initial recommendations included in January 2012 report
- Regular point of consideration by all work groups; specifically Communications and Outreach, Navigators and Brokers, Tribal, and Measurement and Reporting work groups
- Outreach RFP includes specific outreach to underserved populations
- Quality and Measurements Work Group including reduction of disparate outcomes as part of deliverable