



# MNsure Online Business Application Overview

Board of Directors Meeting

June 26, 2013

April Todd-Malmlov

MNsure Executive Director



# Overview

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**RFP and Contract**

**Application Structure**

**Reviews and Timeline**

# RFP and Contract

# RFP Principles

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- Create a best in class experience for all individuals and small businesses seeking coverage, regardless of the source or amount of financial assistance for which they may qualify.
- Ensure a high quality experience with seamless coordination between MNsure, Medicaid, and other State health care programs as well as between MNsure and insurers, employers and navigators/in-person assisters/brokers.
- Design and development of IT components must account for undefined factors that will need to be incorporated.
- Components must be flexible to adapt to changing policies and business rules, scalable, and interoperable within MNsure and with external systems, and foster the continuous inclusion of new technology that enhances performance and the consumer experience.
- The user experience must be adaptable to different consumer needs, desires, and expectations.

# The User Experience

Helps to design a user experience that is responsive to people's different needs, desires and expectations.

 <p><b>Passenger</b> Get it done for me</p> <p><b>How they want to engage:</b> Hands-off</p> <p><b>How they want to feel:</b> Unburdened</p> <p><b>What they're willing to give up:</b> Control for convenience</p>	 <p><b>Apprentice</b> Hold my hand</p> <p><b>How they want to engage:</b> Hands-on</p> <p><b>How they want to feel:</b> Like they're doing the right thing and making appropriate decisions</p> <p><b>What they're willing to give up:</b> Speed, convenience, and flexibility</p>	 <p><b>Manager</b> Keep me posted</p> <p><b>How they want to engage:</b> Only when needed for oversight and approval</p> <p><b>How they want to feel:</b> Confident and well represented; that their time is used effectively</p> <p><b>What they're willing to give up:</b> A certain degree of control over the process</p>	 <p><b>Engineer</b> Get out of my way</p> <p><b>How they want to engage:</b> Detail by detail</p> <p><b>How they want to feel:</b> Equipped to make decisions and changes when necessary</p> <p><b>What they're willing to give up:</b> Very little</p>	 <p><b>Assister</b> How can I best help you?</p> <p><b>How they want to engage:</b> Meet consumers where they are</p> <p><b>How they want to feel:</b> Like they're providing a valuable service</p> <p><b>What they're willing to give up:</b> Many of the easier cases</p>
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# RFP Process

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- Issued an innovative 2 stage RFP in June 2011 to provide proof of concept modular prototypes to help foster ingenuity for core Exchange components.
- Modular components included:
  - Individual Eligibility and Exemption
  - Individual Enrollment
  - Small Employer Eligibility and Enrollment
  - Health Benefit Plan and Navigator/Broker Certification and Display
  - Provider Display
  - Fund Aggregation and Payment
  - Account Administration
- Prototypes were available for public viewing and comment in December 2011.
- Contracts signed July 2012.

# MNsure Application Structure

## MAXIMUS®

HELPING GOVERNMENT SERVE THE PEOPLE®

Project oversight, business requirements analysis and documentation, integrated testing oversight and exchange reporting.



## System Integration

Including QA, identity management, event tracking and security.



Module 1 -  
Individual Eligibility  
and Exemption

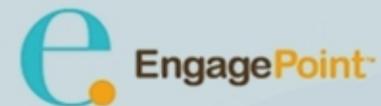
Module 2 -  
Individual  
Enrollment



Module 3 -  
Small Employer  
Eligibility and  
Enrollment

Module 4 -  
Health Benefit Plan and  
Navigator/Broker  
Certification and Display

Module 5 -  
Provider Display



Module 6 -  
Fund Aggregation  
and Payment

Module 7 -  
Account  
Administration

# MNsure Application Contract

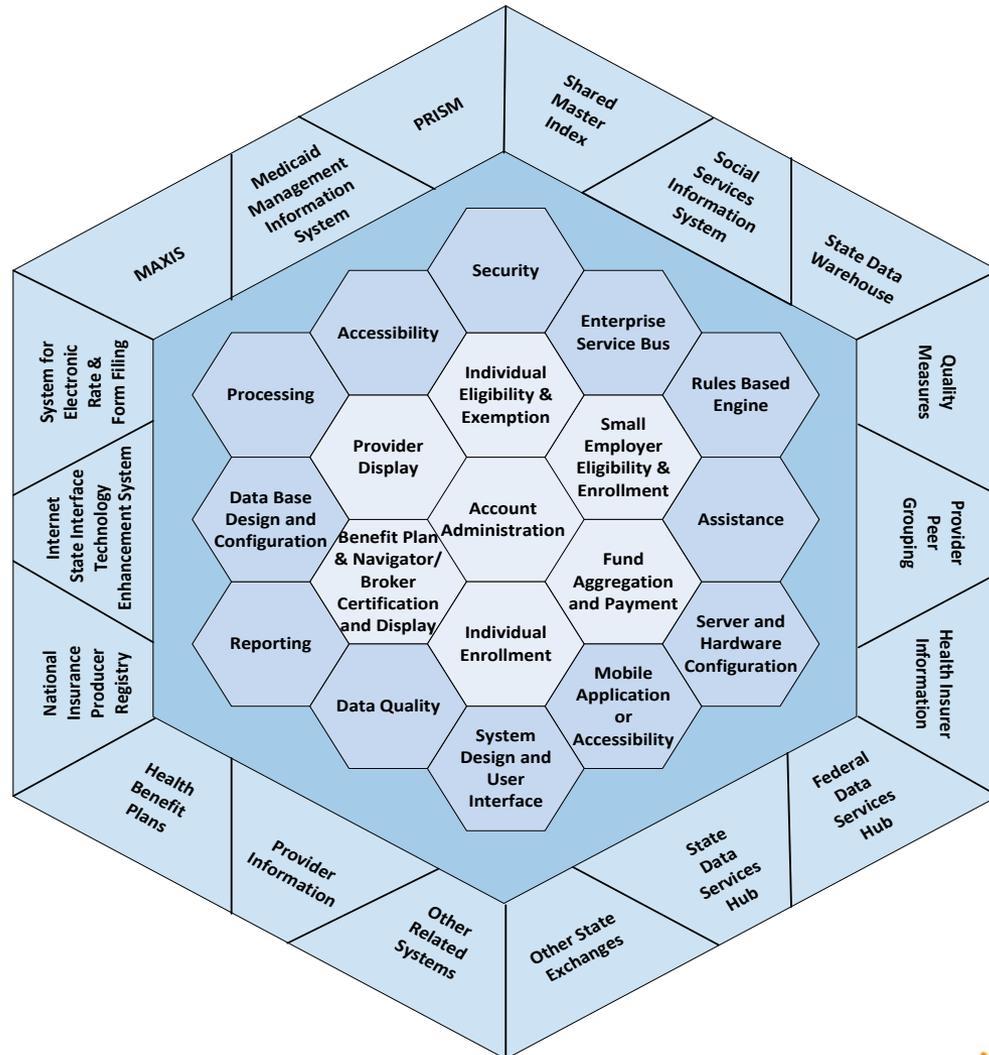
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- Master contract with Maximus Inc:
  - Includes subcontracts with IBM/Curam, Connecture, and EngagePoint
  - Original Contract: \$41.2 million
  - 3 amendments totaling \$4.7 million
  - IBM/Curam software: Perpetual license and option for perpetual flat rate for support/maintenance.
  - Connecture software: Subscription and option for flat rate for support/maintenance for 5 years.
  - EngagePoint software: Perpetual license and contract for flat rate plus inflation for support/maintenance for 5 years.

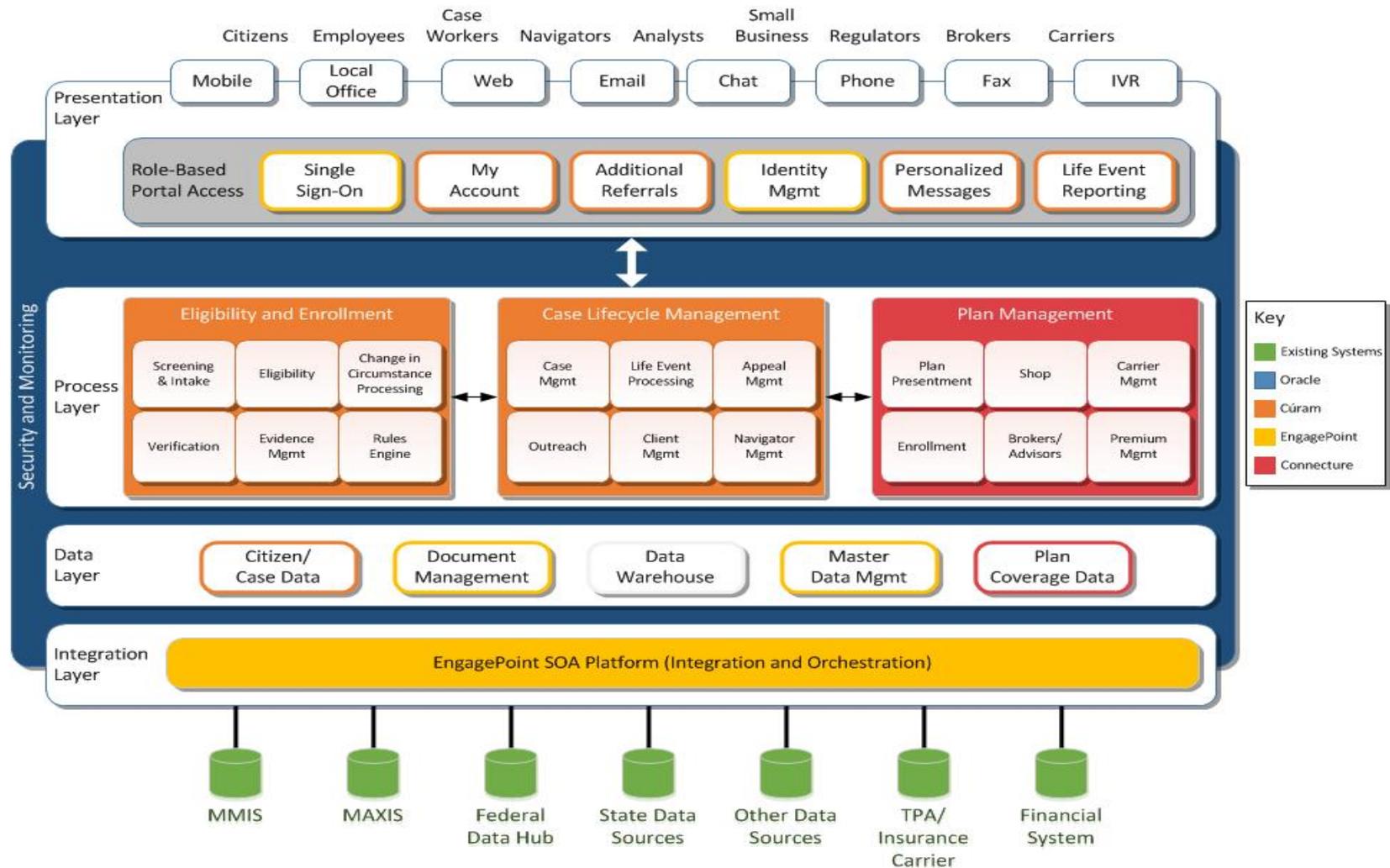
# Business Application Structure

# MNsure Vision

- Core components are viewed and developed as modules
- Other interactions are also viewed as modules and will be integrated or interoperate.

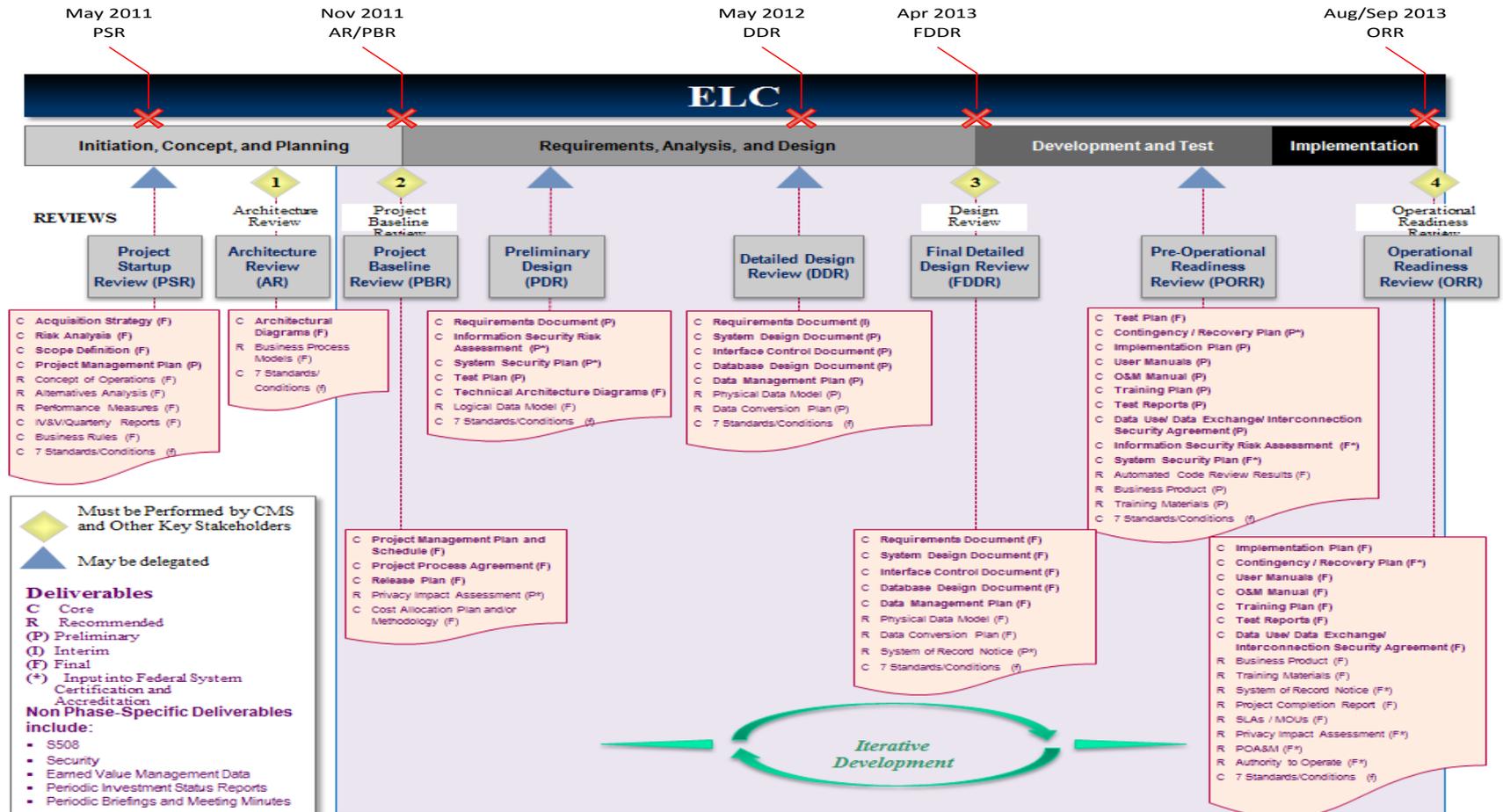


# MNsure Architecture



# Reviews and Timeline

# Federal Review Structure



# Recent Federal Reviews

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- Demonstrated how system will:
  - Establish consumer identity
  - Facilitate online application
  - Correctly determine eligibility for QHP, premium tax credits, and Medicaid
  - Accurately calculate and apply premium tax credit
  - Facilitate plan comparison and selection
  - Facilitate premium payment to insurer when individual enrolls in coverage

# Demos

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# MNsure Online Application Timeline

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- 10-1 functionality:
  - Finalizing requirements and integration – Now
  - Final code drop – end of July
  - Integration and testing – August
  - Fixing known “bugs” - September
- Post 10-1 functionality and bug fixes:
  - December/January patch
  - February/March patch
  - Additional patches prior to October 2014 open enrollment

# Questions?

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