

Status Update

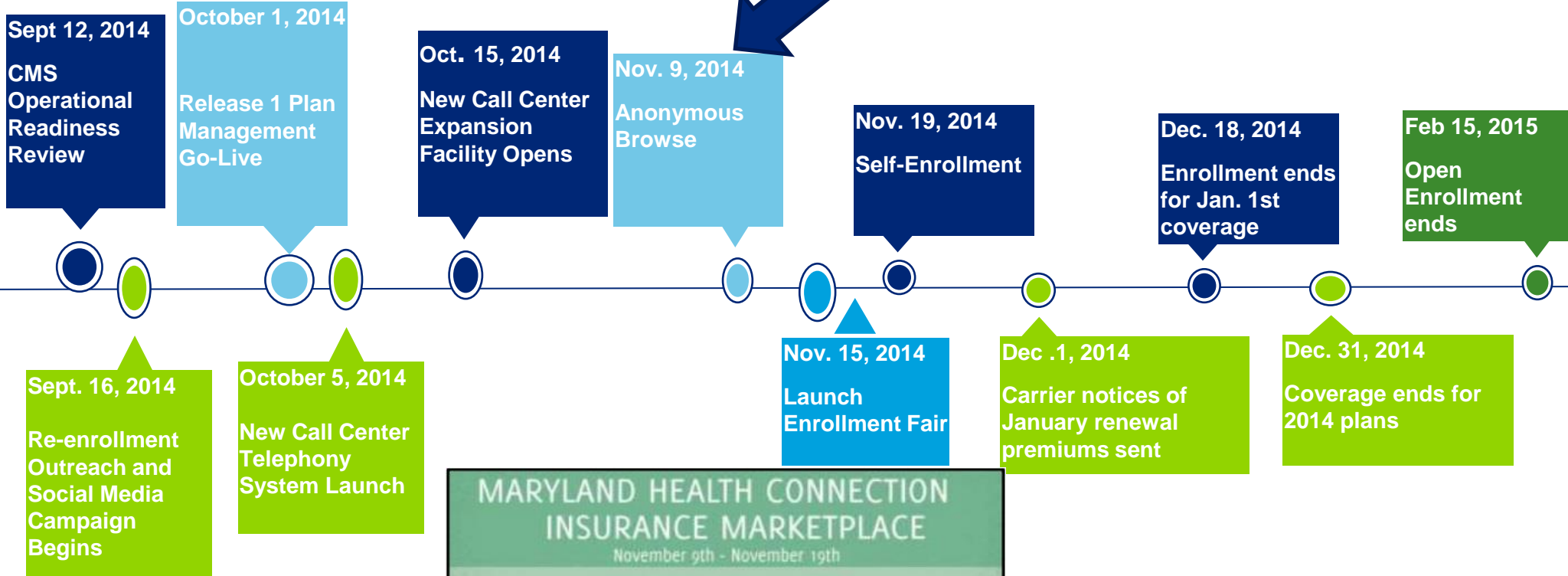
November 12, 2014



A service of Maryland Health Benefit Exchange

MD HBX Timeline

Went live early on 11/7!



Project Milestones - Completed



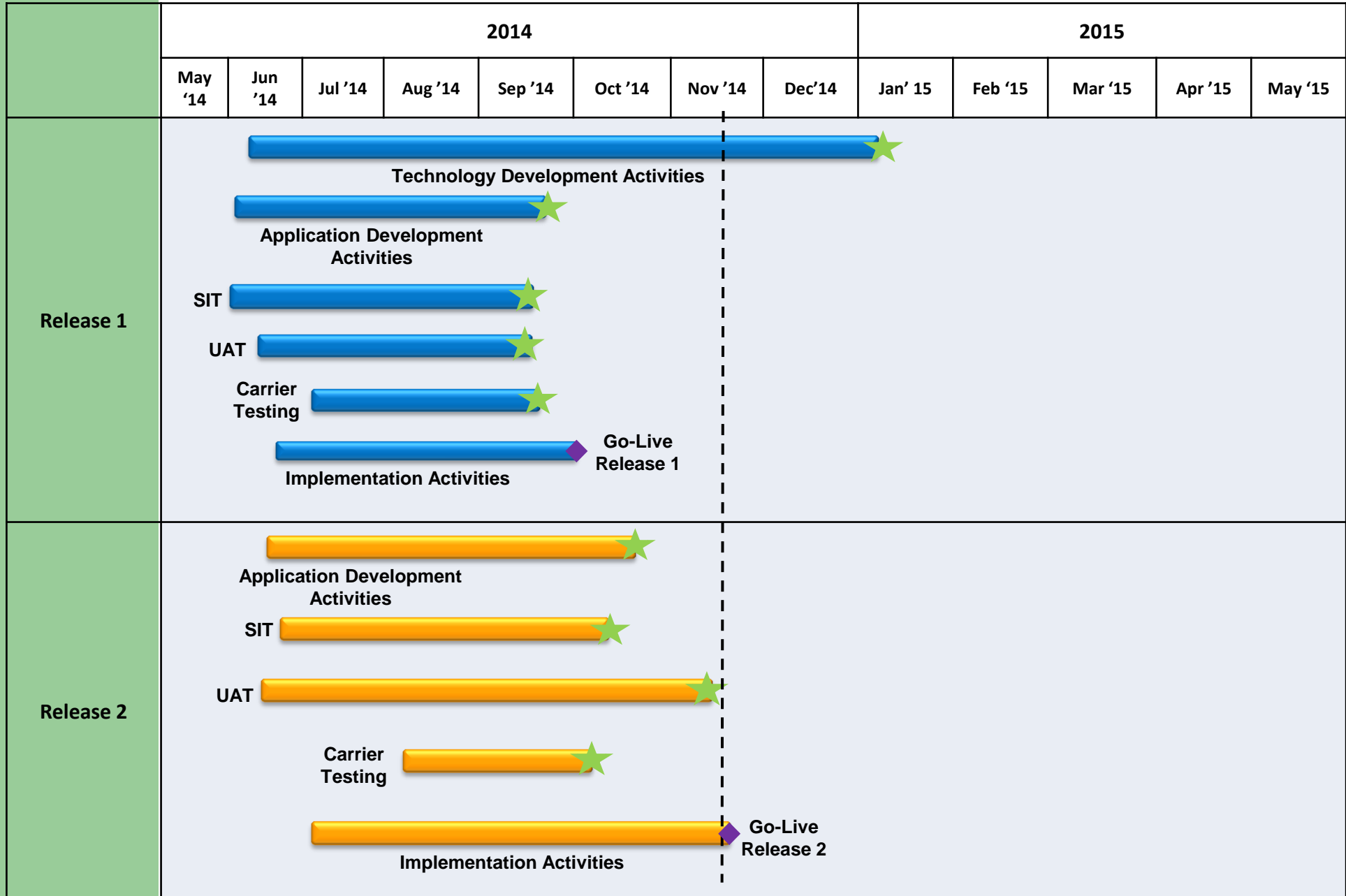
Milestone Date	Milestone Description	% Complete
April 15, 2014	Gain interim approval from CT to use CT test environments and CT HBX software	100%
	Begin conference room pilot sessions	100%
	Secure provisional software licenses for MD HBX lower environments	100%
April 30, 2014	Finalize CT software transfer MOU	100%
	Issue Task Order 1 – Data Center, Hosting and Disaster Recovery	100%
	Establish sandbox environment with running version of CT HBX	100%
May 15, 2014	Establish development environment	100%
	Receive Federal Hub credentials and test initial Hub connectivity	100%
	Complete draft version of gap analysis	100%
	Finalize deliverable schedule and contingency plan	100%
	Update CT capacity plan to reflect MD HBX capacity needs	100%
June 1, 2014	Complete conference room pilots and gap analysis for CT transfer items	100%
June 15, 2014	Document MD MMIS data exchange design	100%
	Establish integration testing environments	100%
June 23, 2014 (to accommodate CMS schedule)	Demonstrate integration with Federal Hub services in lower environment	100%
	CMS Gateway Review: Design	100%
July 1, 2014	Finalize software procurements	100%
July 15, 2014	UAT and Training environments	100%
July 22, 2014	Staging Environment** Xerox piece - Deloitte software install due 8/2	100%
July 31, 2014	Training Plan	100%
	OCM and BT Plan	100%
	Initial Role Mapping Lists	100%
	First Draft Change Impact Assessment	100%
August 15, 2014	Begin carrier integration testing	100%
	Begin MMIS integration testing	100%
	Final Training Plan	100%
	Final OCM and BT Plan	100%
	Final Role Mapping	100%
	Draft Training Materials to CMS	100%
July 22, 2014	Staging Environment** Xerox	100%

Project Milestones – Completed and Upcoming -11/9

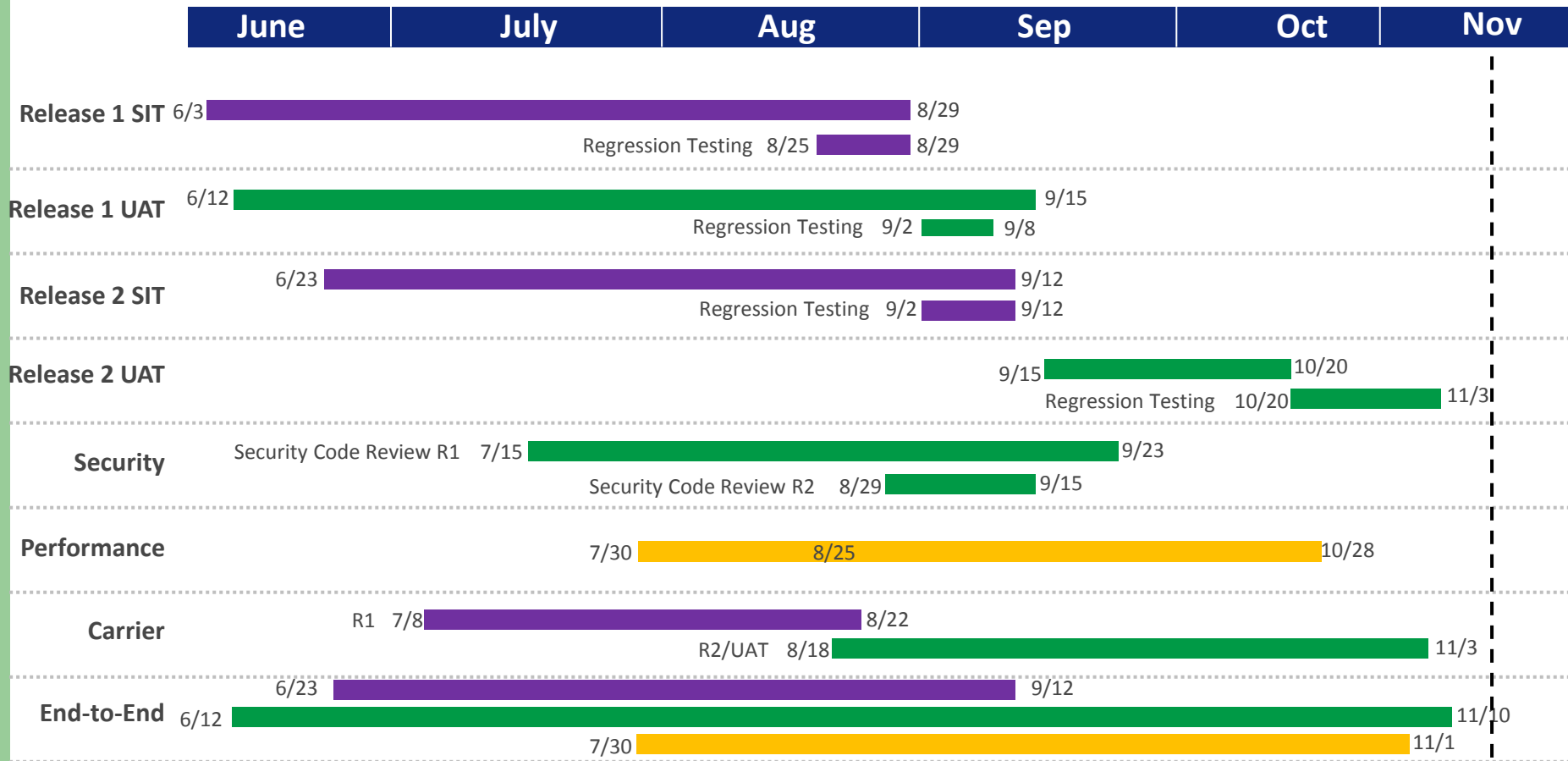


Milestone Date	Milestone Description	% Complete
September 1, 2014	Establish MD HBX Production environment and connectivity	100%
	Begin UAT for Plan Management - - UAT Complete	100%
	Perform initial plan data upload	100%
	Conduct performance testing – started 7/30will run through 10/1	100%
September 8, 2014	Release Web-Based Training	100%
	Begin Train – the - Trainer	100%
September 12, 2014	CMS Gateway Review: Operational Readiness – changed from 9/9	100%
September 15, 2014	Release 2 UAT – started on time and is underway	100%
October 1, 2014	Plan Management (R1) Promoted into production	100%
October 6, 2014	Release 2 – Instructor Lead Training Start	100%
November 9, 2014	Launch Anonymous Browsing – Went live early on 11/7	100%
November 15, 2014	Eligibility and Enrollment goes live	0%

Project Timeline

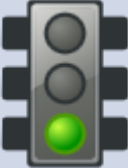




Overall Testing Schedule

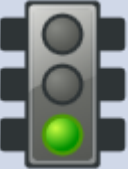




- Testing performed in Integration environment
- Testing performed in UAT environment
- Testing performed in Staging/Production environment

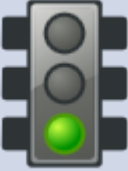
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Area	Actions	Considerations	Status
Application	<ul style="list-style-type: none"> • Fit Gap completed. • All agreed upon items included • Includes Spanish Version 	None	
Testing	<ul style="list-style-type: none"> • System was extensively tested. Two cycles of system testing, three cycles of user acceptance testing. • 3501 UAT tests were completed with a 93% pass rate from 9/15 through 10/28 • No open Critical or High Defects • 28 defects deferred. There are no critical or high defects that have been deferred. All deferred are moderate or low and all have work-arounds. None impact go-live • Full regression testing was completed in UAT and Production 	<ul style="list-style-type: none"> • Despite extensive testing there will be unexpected events that arise during real-life use • There could be some references to AccessCT somewhere in the system 	
Live Test	<p>On 11/3 Production was opened up and 200 participants from Deloitte, Xerox, MHBE, DHR, and DHMH did a live test in production.</p> <p>Overall successful - 704 accounts created, 527 applications</p> <p>No systemic issues were identified. One intermittent issue with the confirm button was identified and other minor items for analysis</p>	None	


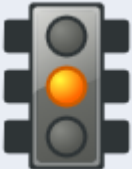

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Performance Testing	<ul style="list-style-type: none"> • Extensive performance testing in production. Team ran 147 performance tests from 8/30 to 11/4 • Under 2 second response time on average • Team ran 3 endurance tests 	<ul style="list-style-type: none"> • Initial issues with automated test scripts • Could not performance test with Production Federal Hub so there could be latency in that interface • Certain functions take longer and are expected to 	
Hosting	<ul style="list-style-type: none"> • All environments established and tested • Staging is a mirror of production fully functional and tested • Fully redundant network and environment • Extensive capacity for growth • Additional capacity architected to be added in 2 hours or less • Checklists and SOPs established • Fully monitored - in place for weeks and tested 	<ul style="list-style-type: none"> • Exercising health checks and coordination in real-life with multiple vendors always uncovers process changes 	
Disaster Recovery	<ul style="list-style-type: none"> • DR environment established • Asynchronous replication. Data loss no more than 2 hours • Smoke tested • DR Plan completed 	<ul style="list-style-type: none"> • Will live test post open enrollment 	



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Carrier Management	<ul style="list-style-type: none"> • All Carriers reviewed and signed off on Plan Management • Testing 834 from 8/18 – 11/7 • 150 unique scenarios tested – 68 of which were complex scenarios • All Carriers can do adds, changes, cancel • The UAT environment is externally accessible which allowed carriers to create accounts, build applications, select QHPs, and submit their enrollment information. By completing this process, they received an 834 that evening. This functionality gave carriers the opportunity to test their own carrier-specific scenarios • There are no open critical or high defects. • There are no open defects related to common enrollment functions • 4 moderate defects deferred – all 4 related to multiple changes in a single day to a single record. All will be handled by EDI operations • During the first week 834 files will be manually inspected for extra quality assurance 	<ul style="list-style-type: none"> • Renewals in carrier system • 2014 interim changes • The fitness of carrier systems - we have no visibility into their changes or testing 	


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8001	<ul style="list-style-type: none"> The 8001 interface has been tested extensively from end-to-end 335 scenarios were tested No open high or critical defects 		
Training	<ul style="list-style-type: none"> Computer based training provided to all participants. This was a prerequisite to attend instructor training Train the trainer – 29 trainers, helped streamline material and business processes Instructor lead training from 10/6-11/14 across the state – 2125 trained Special circumstances were included in the training Extensive scenario based training Level 2 onboard since 10/1 training and learning the system 	<ul style="list-style-type: none"> Training environment was not optimal About 450 people need training in the final week 	
Organizational Change Management	<ul style="list-style-type: none"> Change Agent Network established Newsletters Open forum meetings Mapped business processes Development of reports Monthly meetings Site support plan 	<ul style="list-style-type: none"> Must overcome negative perceptions from last year 	

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Consumer Support	<ul style="list-style-type: none"> • Tier 1 – Total of 348 call center representatives for go-live • All call center representatives will be trained • Will station trainers in the call center during open enrollment • Tier2 – new this year. Dedicated support for Navigators and Caseworkers – up to 35 people. Have been onboard and training since 10/1 • Tier 3- Vendor to vendor technical support in place • Improved CRM functionality 	<ul style="list-style-type: none"> • Need to enforce escalation boundaries • Call center has to handle both HIX and HBX • CRM changes won't be fully implemented by 11/22 	
Incident Management	<ul style="list-style-type: none"> • Fully documented incident management process • Command Center process defined for go-live • Site support coverage • Command Center site established that includes bank of monitors for real-time system health • Established report in from the field • Metrics defined for day 1 and beyond 	<ul style="list-style-type: none"> • Concurrent enrollment fairs 	

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Launch	<ul style="list-style-type: none"> Established a phased roll-out to maximize preparedness and minimize risk Clear milestones established with detailed cutover plans Clear communication about kick-off week has been relayed 	<ul style="list-style-type: none"> None 	
Expectations/Readiness	<ul style="list-style-type: none"> This is a new system launch. No matter how much planning is done there will be operational items that evolve and issues that do arise A robust roll-out and incident management process is in place Must transition from project to program Final cutover activities in progress 	<ul style="list-style-type: none"> Success is not synonymous with perfection. Success is a well functioning website with a team that can quickly address any issues that may arise 	