

# Board Meeting

## November 21, 2016

Presented by:  
Subramanian Muniasamy – CIO, MHBE  
Michele Eberle – COO, MHBE

# Agenda

1

IT Dashboard

2

Open Enrollment Statistics OE3 vs OE4

3

Mobile Usage Metrics

4

Carrier and Plan Management

5

Consolidated Service Center

6

Consumer Assistance Workers

7

Questions

# IT Dashboard

OCT

NOV



M&O Releases

| Status  | Key Functionalities  |
|---|--|
| <ul style="list-style-type: none"> <li>● Planning</li> <li>● Requirements</li> <li>● Design / Development</li> <li>● Testing</li> <li>● Implementation</li> </ul> | <ul style="list-style-type: none"> <li>✕ Mobile: Eligibility screening</li> <li>✕ Mobile: Documents Upload</li> <li>✕ Mobile: MA and QHP Enrollment</li> <li>✕ Postpartum and Newborn disenrollment</li> <li>✕ VLP Step 2</li> <li>✕ Notices consolidation</li> <li>✕ QHP Disenrollment</li> </ul> |

| Status  | Key Functionalities  |
|---|--|
| <ul style="list-style-type: none"> <li>● Planning</li> <li>● Requirements</li> <li>● Design / Development</li> <li>● Testing</li> <li>● Implementation</li> </ul> | <ul style="list-style-type: none"> <li>✕ Anonymous browsing</li> <li>✕ Verification Documents Upload</li> <li>✕ VCL Verification Step 2/3</li> <li>✕ Application User experience for Open Enrollment</li> <li>✕ Language Tags in Notices and Website content</li> <li>✕ Mobile Spanish language to browse and enroll</li> <li>✕ Mobile – Forgot User ID or Password</li> </ul> |

■ Complete 
 ■ On-Track 
 ■ Planned 
 ■ At Risk

FEB

APR



Enhancements

| Status   | Key Functionalities  |
|--|--|
| <ul style="list-style-type: none"> <li>● Planning</li> <li>● Requirements</li> <li>● Design / Dev.</li> <li>● Testing</li> <li>● Implementation</li> </ul> | <ul style="list-style-type: none"> <li>✕ Unscheduled Medicaid Redetermination</li> <li>✕ Worker Audit trail</li> <li>✕ XML based payment file submission</li> <li>✕ Federal data services Hub calls</li> <li>✕ 1095 A: Data Integrity and batch</li> </ul> |

| Status   | Technology Upgrade  |
|--|---|
| <ul style="list-style-type: none"> <li>● Planning</li> <li>● Requirements</li> <li>● Design / Dev.</li> <li>● Testing</li> <li>● Implementation</li> </ul> | <ul style="list-style-type: none"> <li>✕ Technology Migration: PostgreSQL</li> <li>✕ Akamai Site Accelerator: Network optimization, Visitor Prioritization, consistent web performance</li> <li>✕ ForgeRock Open AM: Centralized authentication, authorization, Web services Security and Partner integration</li> <li>✕ SailPoint IdentityIQ: Identity Management system</li> <li>✕ Electronic Transfer of Voter Registration Application</li> <li>✕ Content Management</li> </ul> |

**PMO activities**

- ✕ PMO Policies: Eligibility and Enrollment, Error Handling, 1095, Encryption procedures
- ✕ Gap analysis for Contract Monitoring
- ✕ Define scope and LOE for releases
- ✕ CRM Salesforce integration: To improve customer data quality and management with secured single sign-on and learning management system
- ✕ Continue to update CMS with the progress

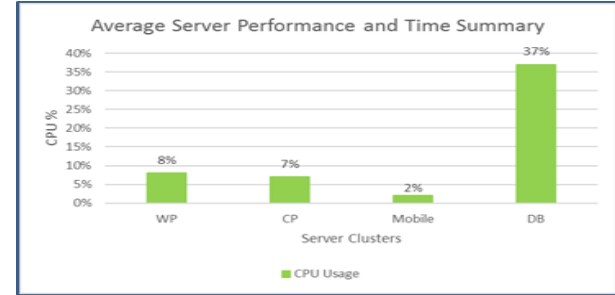
**Operations**

**Escalated Case Management**

- ✕ Improved Escalated Case Management –Continued process improvement for QHP, MA and 1095 escalated cases
- ✕ Rapid weekly, Ad hoc and CMS and IRS Monthly and yearly submissions
- ✕ 1095 A workflow process improvement
- ✕ Automation of error report generation to reduce the analysis and manual process time

**Server Performance Metrics**

**Peak Concurrent Users: ~1200**  
**Peak Concurrent Mobile Users: ~90**

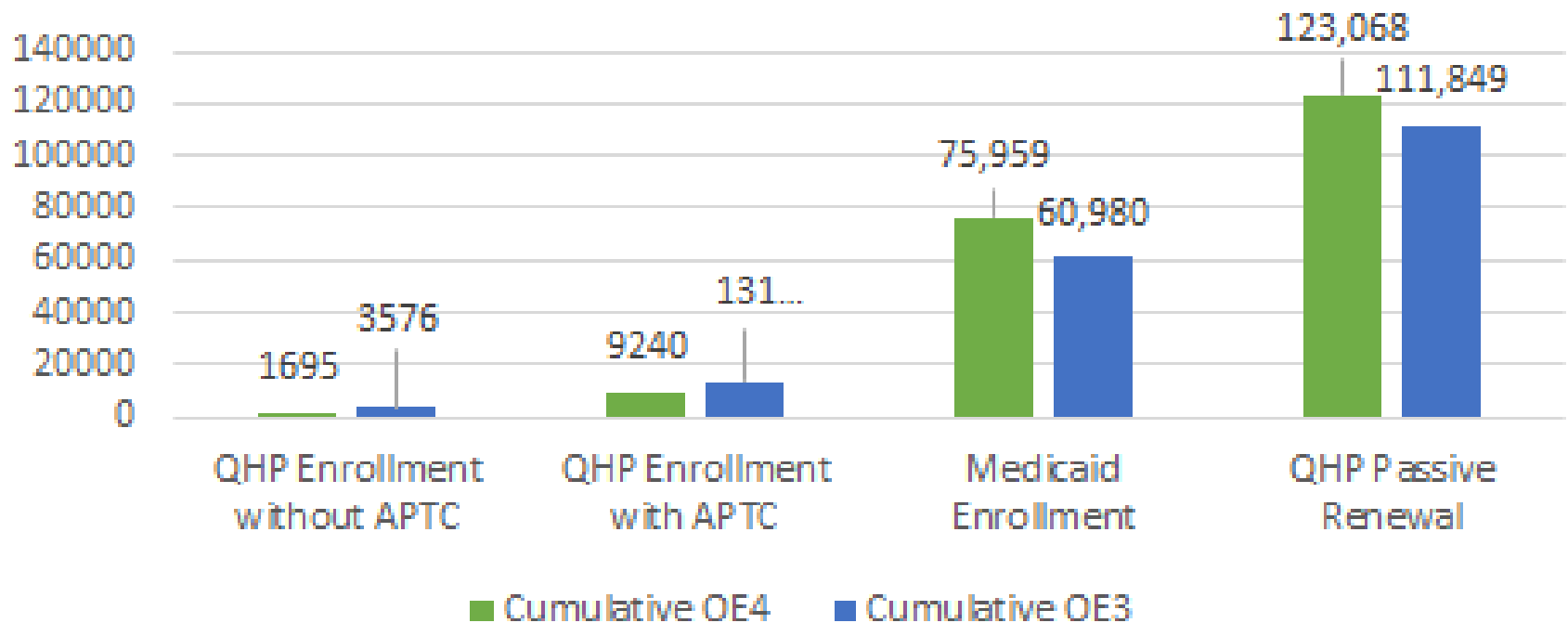


Special Projects

# Open Enrollment Statistics - OE3 Vs OE4

[As of 11/14/2016]

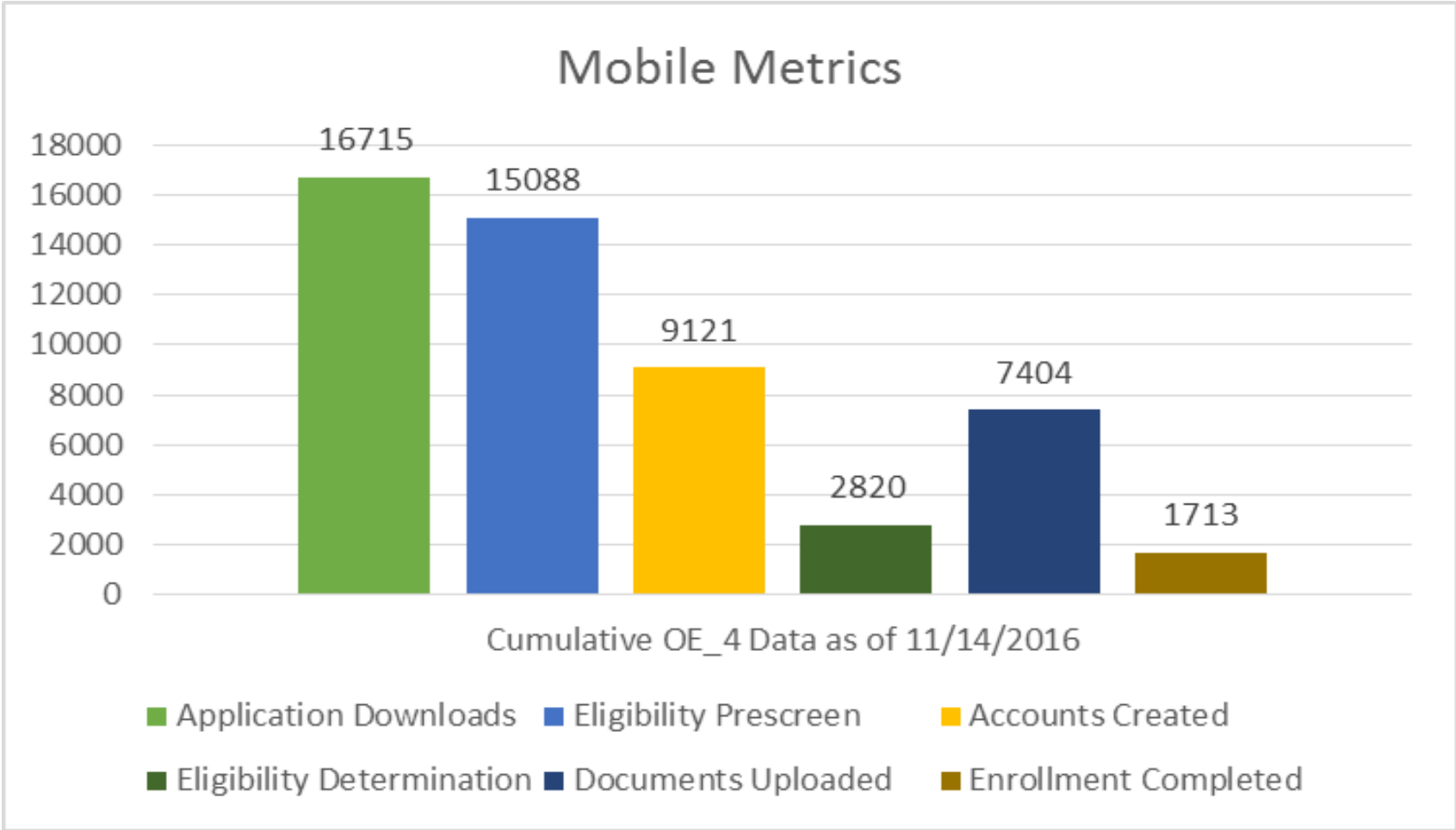
## OPEN ENROLLMENT COMPARISON



*OE3 - Passive Renewals were executed during 11/10/2015 thru 11/24/2015*

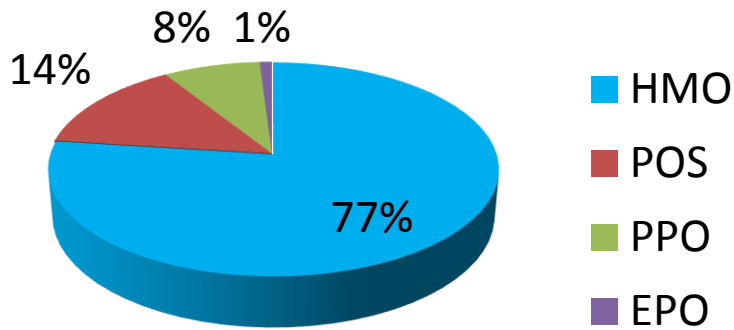
*OE4 - Passive Renewals were completed before 11/01/2016*

# Mobile Usage Metrics [As of 11/14/2016]

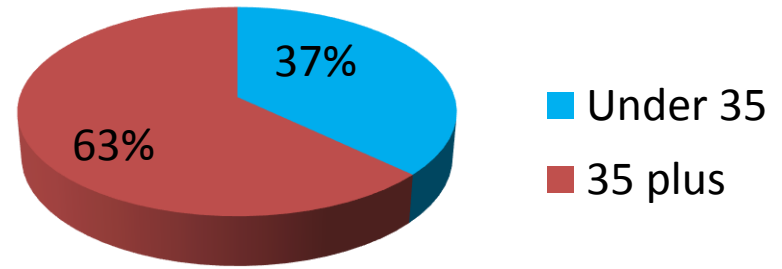


# Carrier and Plan Management

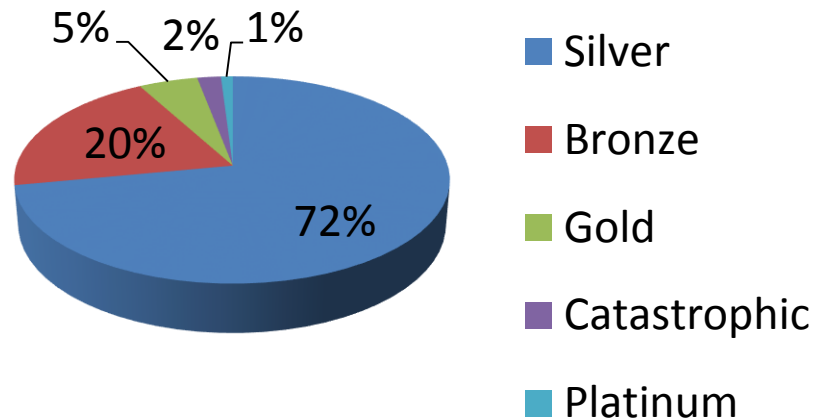
## Plan Type



## Age Distribution

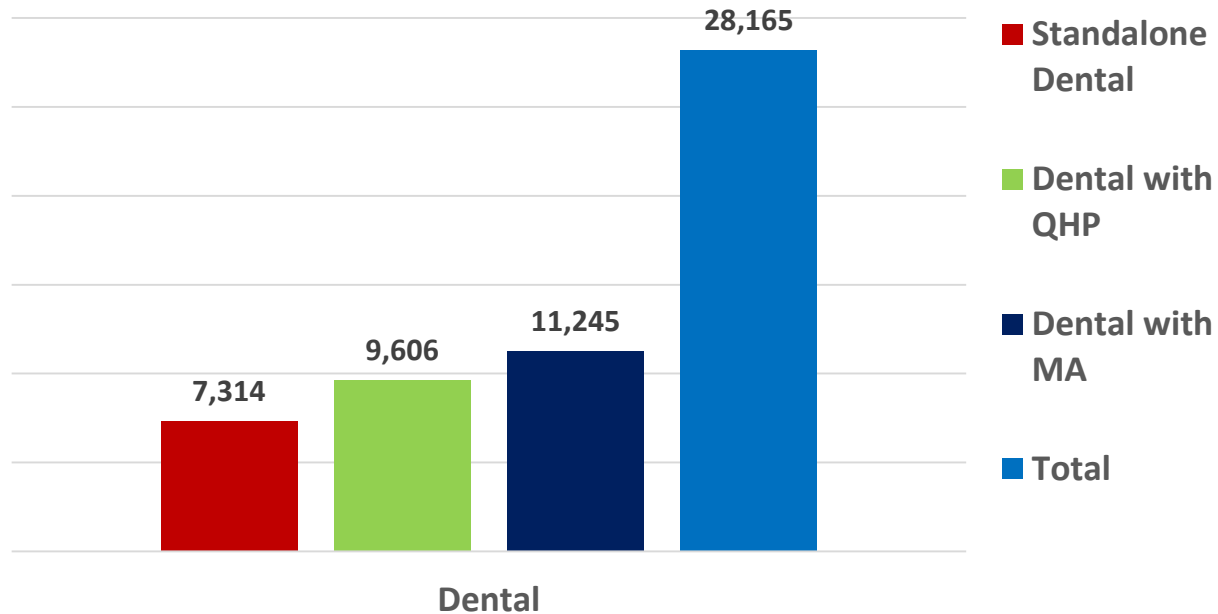


## Metal Level

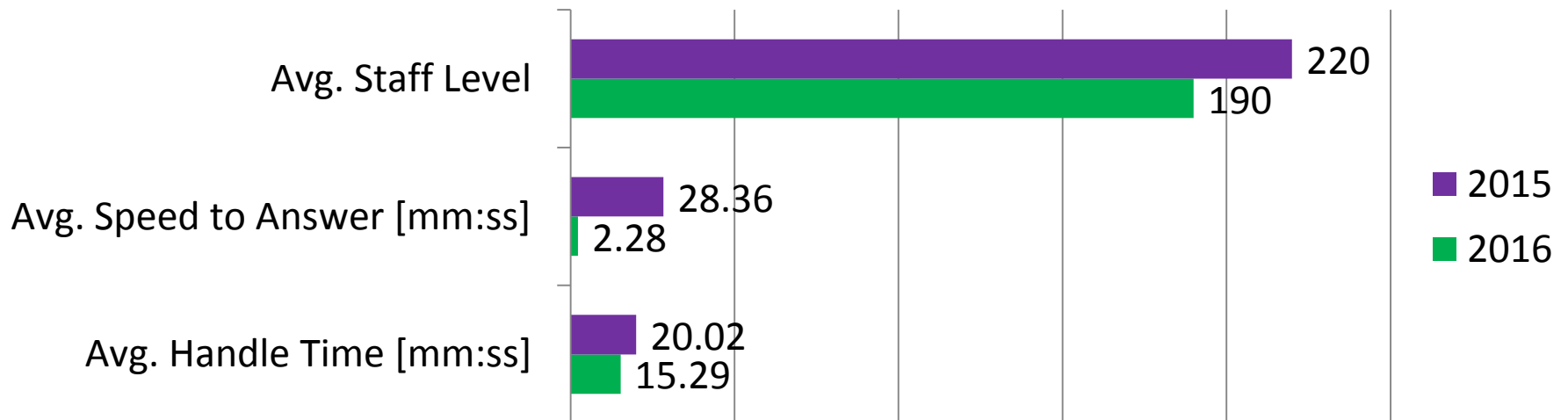
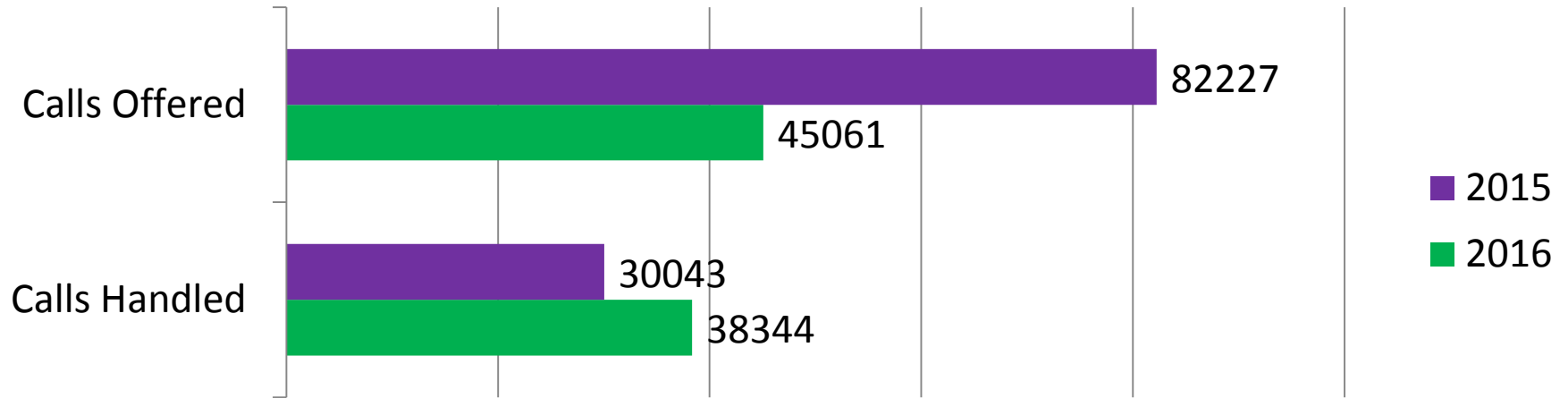


# Carrier and Plan Management

## Dental plan enrollment



# Consolidated Service Center

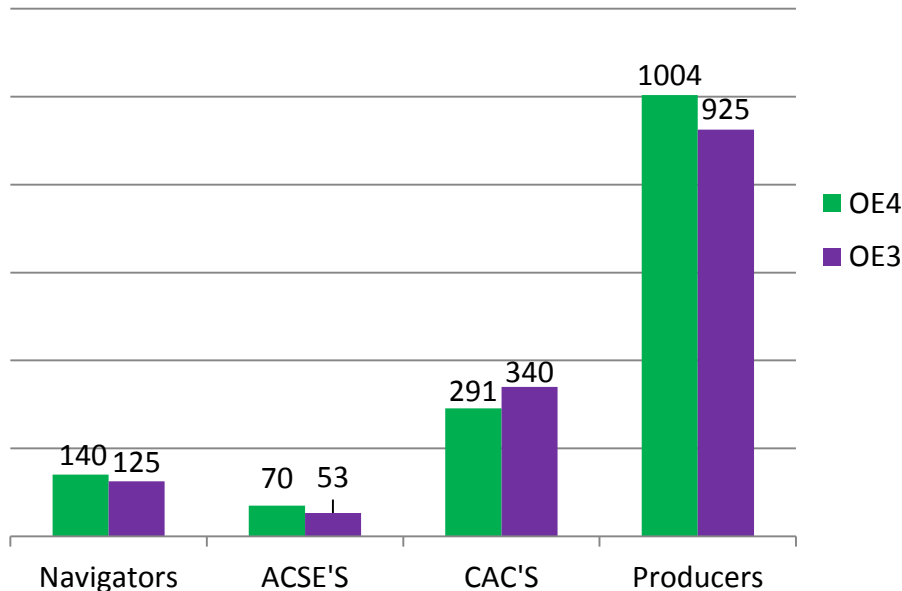




# Consumer Assistance Workers

## Navigator Activity

| # Reported          | Lower ES | Upper ES | Mid-Western | Far Western | Central | Montgomery | Prince George's | Southern | Totals |
|---------------------|----------|----------|-------------|-------------|---------|------------|-----------------|----------|--------|
| Contacts            | 601      | 427      | 513         | 445         | 1399    | 3270       | 893             | 437      | 7985   |
| Apps, no enrollment | 23       | 76       | 50          | 11          | 251     | 489        | 51              | 25       | 976    |
| QHP                 | 69       | 101      | 203         | 112         | 508     | 1804       | 251             | 71       | 2630   |
| MA                  | 75       | 96       | 35          | 34          | 907     | 910        | 613             | 56       | 2726   |
| Unserved            | 0        | 1        | 0           | 0           | 2       | 343        | 0               | 0        | 346    |



## BATphone expanded pilot program

- 30 authorized producers participating
- 812 broker assisted transfers during first two weeks of open enrollment

# Questions

