



Connecticut's Official Health Insurance Marketplace

## Board of Directors Meeting

*August 21, 2014*

# Agenda

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- I. Call to Order and Introductions
- II. Public Comment
- III. Review and Approval of Minutes
- IV. Governance
- V. CEO Update
- VI. Operations Update
- VII. IT Update
- VIII. Tribal Policy (Amended Tribal Consultation Policy Vote)
- IX. Audit and Reports Policies (Vote)
- X. Finance Update (Revised Procedure: Exchange Assessments and Fees Vote)
- XI. Open Enrollment
- XII. Access Health CT Oversight
- XIII. APCD Update
- XIV. NIPA Program – Consumer Experience Evaluation Survey Results
- XV. Adjournment

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## Public Comment

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## Review and Approval of Minutes (Vote)

# Governance

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- a) Election of Vice-Chair (Vote)
- b) Appointment of Committee Members

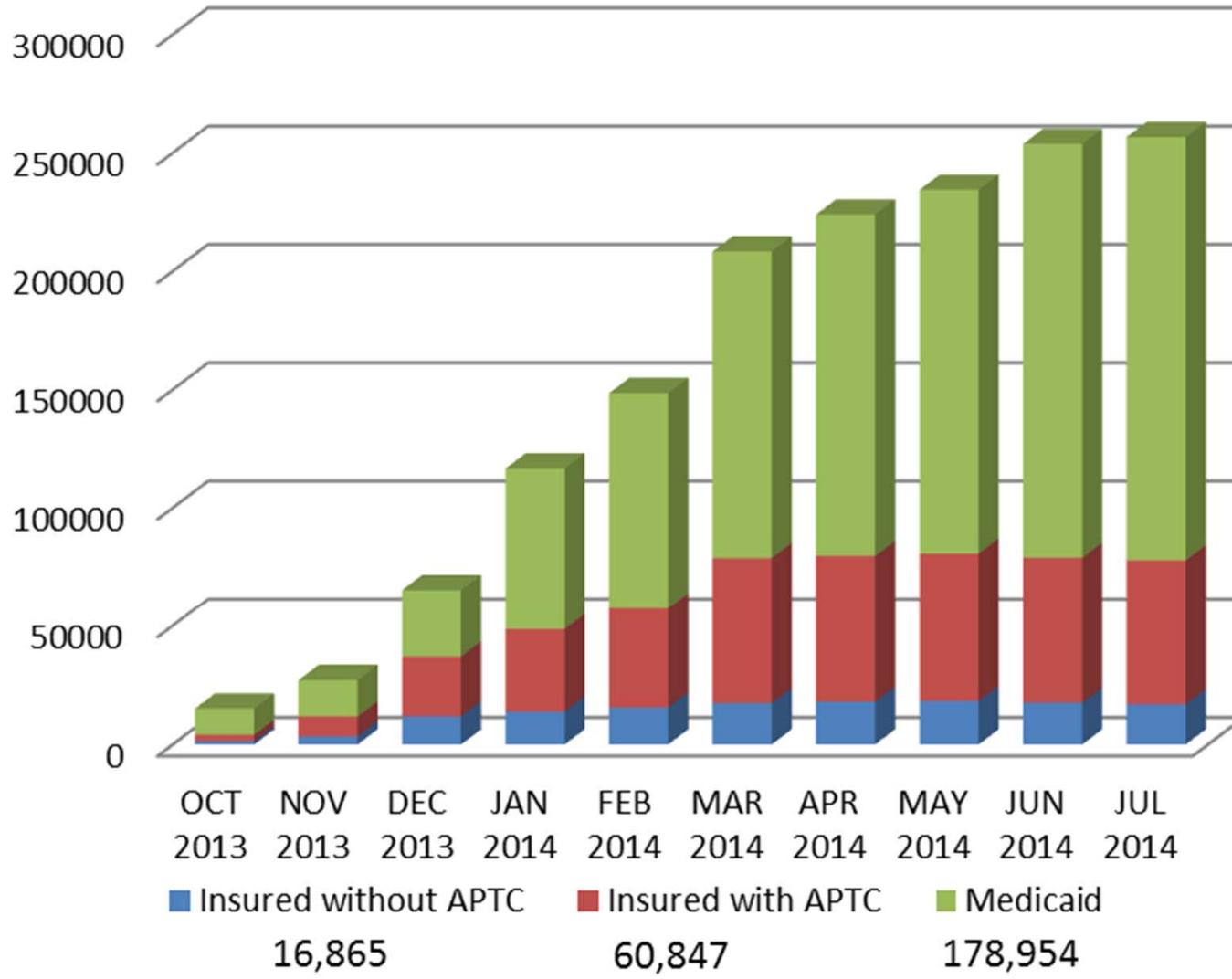
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# CEO Report

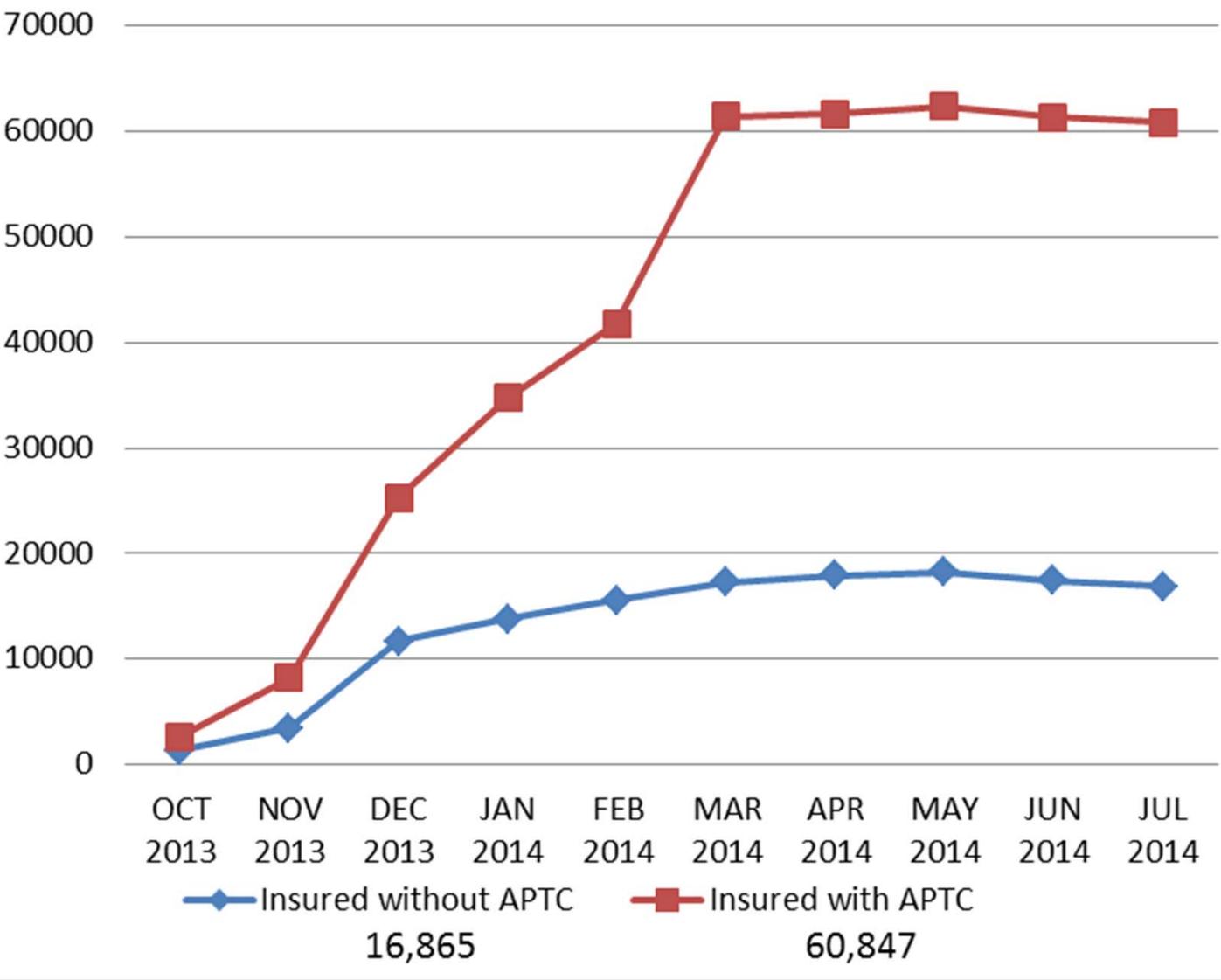
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# Operations Update

# Total Membership - 256,666

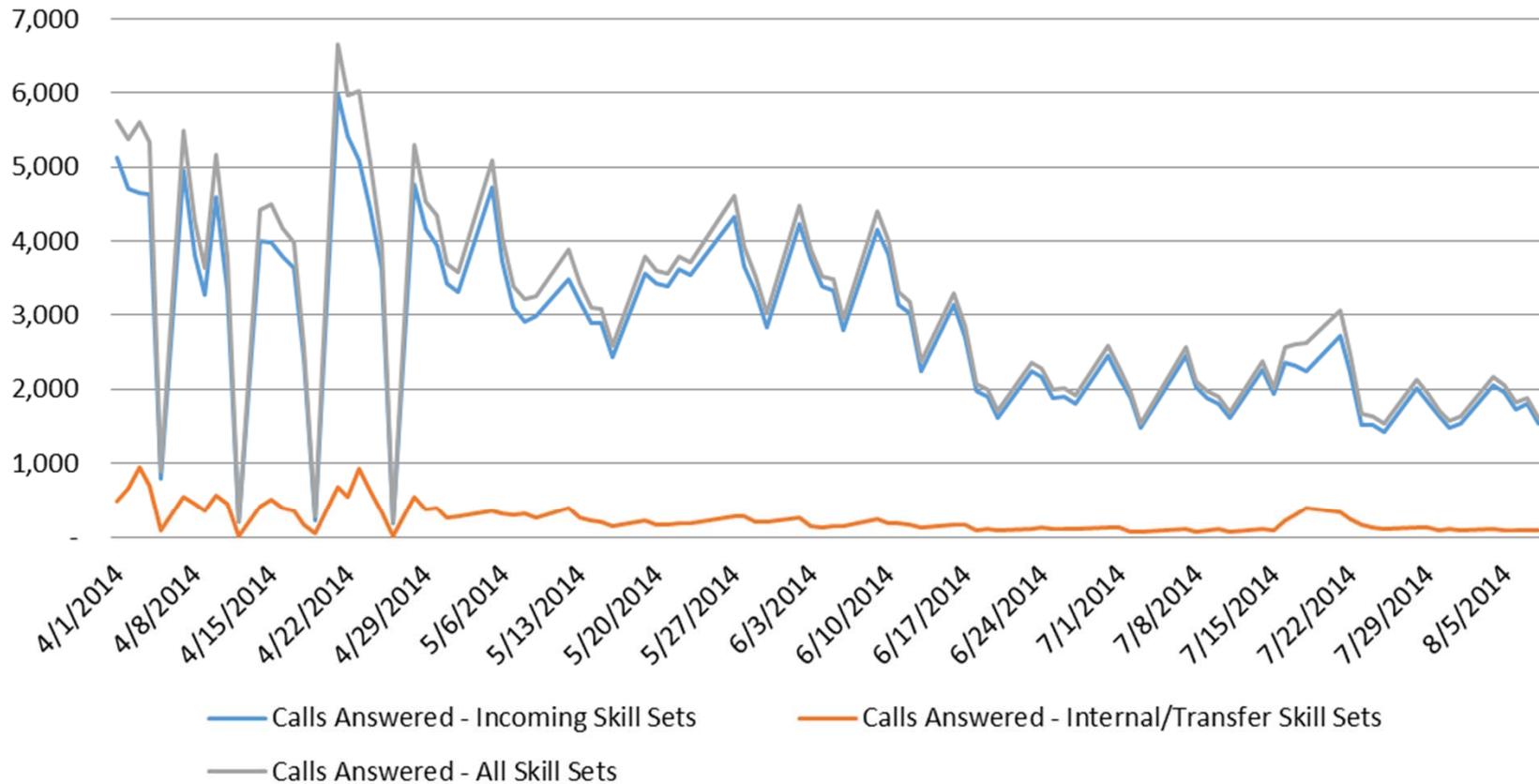


# Insured Membership- 77,712



Access Health Insured Demographic Information								
	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUNE 2014	JULY 2014
<b>Market Share</b>								
Anthem	62%	61%	60%	53%	53%	53%	53%	53%
ConnectiCare	36%	36%	37%	44%	44%	44%	44%	44%
HealthyCT	2%	3%	3%	3%	3%	3%	3%	3%
<b>Age Band</b>								
AGE <18	7%	8%	8%	7%	7%	7%	7%	7%
AGE 18-25	8%	9%	9%	10%	10%	10%	10%	10%
AGE 26-34	11%	12%	13%	14%	15%	15%	15%	14%
AGE 35-44	11%	12%	12%	14%	14%	14%	14%	13%
AGE 45-54	22%	23%	24%	24%	24%	24%	23%	23%
AGE 55-64	40%	35%	33%	30%	30%	30%	30%	31%
AGE ≥65	1%	1%	1%	1%	2%	2%	2%	2%
<b>Metal Tier</b>								
Catastrophic	2%	2%	2%	2%	2%	2%	2%	2%
Bronze	14%	17%	16%	16%	16%	16%	16%	15%
Silver	55%	55%	59%	63%	64%	64%	64%	64%
Gold	29%	26%	23%	18%	18%	18%	18%	19%

## Calls Answered - April 1 to August 8, 2014



# Operations Update

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- Operations and Technology
  - Finalized priorities for November release
- Open Enrollment
  - Customer Service
    - » Stores
    - » Call Center
    - » Issue resolution
  - Training and Education
  - Plan Management
- Business Leadership - Julie Lyons
  - Plan Management
  - Small Employer Health Options Program (SHOP)
  - Dental
- Issues Update
  - Data Breach
  - Loss of Subsidy

# Loss in Subsidy

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- Cause:
  - Missing Attribute/Code
  - Transaction (834) Error
  - Worker Error
- Impact:
  - 5774 applicants potentially impacted.
  - 2402 required corrective action.
  - Results of the issue:
    - Termed for non-payment of higher premium
    - Consumer paying wrong premium
    - Incorrect eligibility
- Short-term Fix:
  - Filter was implemented to prevent new occurrences. *Completed 7/7*
- Long-term Fix:
  - EDI Change implemented (filter released). *Completed 7/18*
  - Missing attribute corrected. *Completed 7/18*
  - Outreach campaign to re-determine eligibility. *Completed 8/1*

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# IT Update

# IT Update

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- **July Release Update**
  - Successfully Implemented
    - » Prep for Renewal Processing
    - » Data Warehouse Infrastructure Setup
- **Upcoming Releases**
  - August 22<sup>nd</sup> - On Track
    - » Data Warehouse Improvements
    - » Scalability and Performance Improvements
  - November 7<sup>th</sup> - On Track
    - » Open Enrollment Readiness
    - » IRS Reporting
    - » Consumer Portal Enhancements
    - » Online Consumer Assistance demo at the September Board Meeting
- **Mobile Application**
  - Full mobile application functionality will be released with Open Enrollment

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Tribal Policy  
(Amended Tribal Consultation Policy Vote)

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## Audits and Reports Policies (Vote)

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## Finance Update

# Finance Update

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- Finance focus is on 3 major areas - securing financial resources, improving business processes and fulfilling regulatory requirements.
- 2014 market based assessments received to date total \$12.1 M. An analysis of the latest medical premium for 2013 that became available in August indicates individual and small group premium that forms the basis for the market based assessment for calendar year 2015 only increased by 1.3%, or about \$22.3M. It is projected this will result in a \$2.1M shortfall in assessment collections for calendar year 2015.
- The procedure, “Acquiring Operating Funding” that the Board approved in May was posted on the AHCT website and the Connecticut Law Journal for 30 days. The comment period is now closed. This procedure requires an adoption vote from the Board.
- The Enterprise Resource Planning Business Requirements received on July 13th have iterated through several versions. The final requirements have been received from NetSuite . As previously noted, the product includes a new general ledger and a customer relationship management (CRM) application.
- Completed and submitted several regulatory reports including:
  - the semi-annual Grant Progress Reports due to the Department of Health and Human Services (HHS)
  - the quarterly Federal Financial Reports due to HHS’s Department of Payment Management
  - the quarterly Report to the Connecticut Joint Standing Committees of the General Assembly under Sec.38a-1092(a) for the second calendar quarter.
- The August Dashboard follows and displays a final budget recap for Fiscal Year 2014, information on the emerging FY 2015 budget variance and a variance mitigation strategy.

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## Procedure: Exchange Assessments and Fees (Vote)

# Finance Dashboard Budget Recap

## *Fiscal Year 2014 Results*

Consolidated- FY 14 Close-Out					
Expense Category	Budget	Q1 FCST	Q2 FCST	FY 14 Actual	Varaince to Q2 B (W)
Salaries & Fringe	\$ 8,424,461	\$ 8,052,507	\$ 7,846,639	\$ 9,362,699	\$ (1,516,060)
Consultants	\$ 72,483,645	\$ 72,146,463	\$ 74,529,858	\$ 73,102,322	\$ 1,427,537
Equipment	\$ 250,000	\$ 1,647,835	\$ 1,162,048	\$ 1,190,013	\$ (27,965)
Supplies	\$ 42,673	\$ 29,351	\$ 52,669	\$ 39,857	\$ 12,812
Travel	\$ 65,383	\$ 176,549	\$ 135,651	\$ 201,302	\$ (65,651)
Medicaid Recovery	\$ (14,963,308)	\$ (12,641,546)	\$ (13,250,765)	\$ (13,254,671)	\$ 3,906
Other	\$ 4,979,694	\$ 6,315,571	\$ 6,149,766	\$ 3,266,263	\$ 2,883,503
<b>Grand Total</b>	<b>\$ 71,282,548</b>	<b>\$ 75,726,730</b>	<b>\$ 76,625,865</b>	<b>\$ 73,907,784</b>	<b>\$ 2,718,081</b>

– **Expenses were 3.7% Favorable to the Q2 Forecast**

- FTEs exceeded forecast levels by 7.5 primarily to assist in resolving enrollment issues:
  - Training resources maintained beyond durational term
  - Outreach Resources assigned to stores moved to office to bolster resources for enrollment issues
- APCD Implementation Delays
- Adverse deviation margin offset resource variances resulting in overall favorable variance

# Finance Dashboard Budget Recap

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## *Design, Development and Implementation (DDI) vs Operations*

Expense Category	Forecast	Actual	Value (in millions)	
DDI	75%	55%	\$	14.90
Operations	25%	45%	\$	(14.90)

- Split of FY 2014 expenses are weighted more toward Operations
  - Call Center –Call duration estimates too optimistic
  - Operation Resources bolstered to resolve enrollment issues
  - APCD delay

# 2015-2016 Lookout

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# Finance Dashboard

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## ***Anticipated Budget Breakage – FY 2015***

- Higher vendor expenditures  
and costs to control them: \$2.5M- \$3.0M
- Customer Service/Training/  
Issue Resolution Department (IRD): \$1.0M- \$2.0M

## ***Budget Mitigation Actions***

- No Cost Extensions: Level I & Level II
- Level I Supplemental Filing – IT
- New Grant Request – Mitigate Budget Breakage

# Federal Grant Status

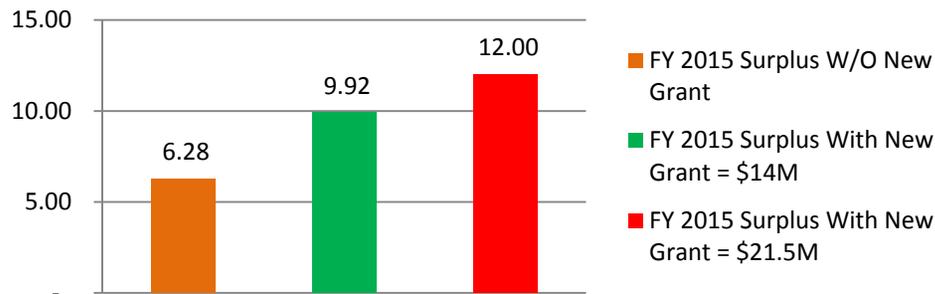
## Current State – Without Additional Funding



- Total Operating Cost is growing and has eroded available DDI funding by approximately \$14M-\$15M
- Operating Surplus shrinks to 6 months of surplus at the end of FY 2015

## Desired State – New Grant Request Scenarios

### Months of Surplus



- New Funding Available for Exchange Establishment
  - Develop efficiencies leading to reduced expenditures to outsourced vendors
  - Build new sources for Consumer Outreach based on current and emerging demographics
  - Increase usability of Consumer Portal and improve overall system integrity and security

# FY15 Health Assessment Analysis

## *Estimated FY15 Health Assessment: \$23.9M*

- Total health premium base increased by \$22.3M
  - \$37.0M increase in individual premium base
  - (\$14.7M) decrease in small group premium base
- Year over year assessment increase of 1.1% or \$250k
- Decrease from projected FY15 Health Assessment by \$2.1M

	2012 Premium	2013 Premium	Inc / (Dec)	% Change
Individual	\$ 384,415,928	\$ 419,847,022	\$ 36,981,327	9.6%
Small Group	\$ 1,370,096,868	\$ 1,353,221,962	\$ (14,657,139)	-1.1%
<b>Total</b>	<b>\$ 1,754,512,796</b>	<b>\$ 1,773,068,984</b>	<b>\$ 22,324,188</b>	<b>1.3%</b>

Assessment @ 135BP	\$ 23,685,923	\$ 23,936,431	\$ 250,509
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## Open Enrollment -- Update

# Open Enrollment Planning

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## **OE Readiness project management process is once again being established**

- In order to track progress of required elements to successfully conduct open enrollment activities beginning 11/15, the following 5 steps have been taken:
  - 1) Identify required areas needed for performing OE functions (14 in total)
  - 2) Identify responsible lead to oversee work in each functional area
  - 3) Assign project management resources to assist in development of detailed work plan
  - 4) Develop integrated project plan and weekly reports to communicate progress
  - 5) Establish weekly team meeting to coordinate efforts across departments and address issues which arise

# Open Enrollment Planning

Functional Area	Lead	Co-lead	Project Manager
Plan Management	Julie Lyons	Ellen Kelleher	Caitlin Walsh
Marketing/Communications	Jason Madrak	Andrea Ravitz	Jim Few
Dental	Julie Lyons	Ann Lopes	Doug Mueller
Renewals	Jason Madrak	Kathy Tallarita	Shan Jeffreys
Small Employer Health Option	Julie Lyons	Leif Fellingner	Jim Few
Information Technology	Jim Wadleigh	Peter Nichol	Shan Jeffreys
Call Center	Dave Lynch	James Michel	Ben Hunnicutt
Sir Speedy/print notices	James Michel	Mark Jacobs	TBD
Department of Social Services	Kristin Dowty	Carol Trapp	Jim Few
Legal/Compliance	Virginia Lamb	Chad Brooker	Jim Few
Sales	Phil Boyle	Susan Harton	Jim Few
Training and Education	Jo Sempere		Jim Few
Field Services: Stores/events	Tony Crowe	Manny Cebert	Michelle Liu
Security	Chris Smarz	Kevin Malone	Jim Few
Customer Service Organization	Jen June	Cathy Maldonado	Michelle Liu

# Project: Field Services (Storefronts & Outreach) DRAFT

Key Milestones		Status
SLT Approval for Hiring	8/11/14	Green
Interview & Hire 20 Staff Members	9/30/14	Yellow
Train Staff on ACA, HIX, Storefront Procedures	10/1/14	Yellow
Open Stores on Monday, 10/20/14	10/20/14	Yellow
Open Enrollment – November 15	11/1/514	Yellow

TOP 5 ACCOMPLISHMENTS
<ol style="list-style-type: none"> <li>Received 29 applications as of 8/18/14</li> <li>Conducted initial phone interviews with 15+ applicants</li> <li>Completed 7 in-person second interviews</li> <li>Extended contracts with cleaning and security vendors</li> </ol>

TOP 5 RISKS
<ol style="list-style-type: none"> <li>Not finding enough qualified staff personnel</li> <li>Not enough bilingual staff</li> <li>Not enough Worker Portal access</li> <li>Renewals are not as simple as planned</li> <li>Redets and Renewals overtake store capacity</li> </ol>

TOP 5 PRIORITIES NEXT WEEK
<ol style="list-style-type: none"> <li>Continue to interview potential applicants</li> <li>Offer employment to qualified candidates pending background and reference checks</li> <li>Coordinate training of new staff in mid-September</li> </ol>
CRITICAL DEPENDENCIES
<ol style="list-style-type: none"> <li>Sufficient response to posting</li> <li>Successful hiring of enough people</li> <li>HIX functionality</li> </ol>

# Open Enrollment Work Stream Status

Weekly status updates are provided, with project completion percent's forthcoming

Functional Area	Lead	Current Status	Current Issues
Plan Management	Julie Lyons		<ul style="list-style-type: none"> <li>• Training on new plan management system complete</li> <li>• Awaiting rate/plan approvals to being review and loading</li> </ul>
Marketing/Communications	Jason Madrak		<ul style="list-style-type: none"> <li>• Developing messaging and media strategy for OE promotion</li> <li>• Gathering requirements for sales and enrollment collateral</li> </ul>
Dental	Julie Lyons		<ul style="list-style-type: none"> <li>• Defining requirements for bSwift's handling of dental enrollments</li> </ul>
Renewals	Jason Madrak		<ul style="list-style-type: none"> <li>• Scheduling data pulls to facility two rounds of renewal mailings</li> <li>• Pre-renewal notice being developed to layout process for members</li> <li>• Coordinating closely with carriers</li> </ul>
SHOP	Julie Lyons		<ul style="list-style-type: none"> <li>• Update system with new plan designs</li> <li>• Launch focused broker outreach efforts to drive sales</li> </ul>
IT	Jim Wadleigh		<ul style="list-style-type: none"> <li>• Finalizing scope for November release</li> </ul>
Call Center	Dave Lynch		<ul style="list-style-type: none"> <li>• Finalizing script and IVR development</li> <li>• Staffing ramp up and associated training</li> </ul>
DSS/Xerox	Kristin Dowty		<ul style="list-style-type: none"> <li>• Continued analysis on Renewals in EMS and Connexion</li> <li>• Estimate MAGI to MAGI and Non MAGI to MAGI renewal volumes</li> </ul>
Sales	Phil Boyle		<ul style="list-style-type: none"> <li>• Goals by channel being finalized</li> <li>• Broker recertification work underway</li> <li>• Working lead agency RFP process</li> </ul>
Training	Jo Sempere		<ul style="list-style-type: none"> <li>• Updated training modules being recorded</li> <li>• In-person locations are being secured</li> <li>• Online training system being developed to more effectively facilitate efforts</li> </ul>
Field Services	Tony Crowe		<ul style="list-style-type: none"> <li>• Tight timeline for recruiting and training store front workers</li> <li>• Operational functions (security, cleaning, etc.) re-established</li> </ul>
Customer Service Organization	Jen June		<ul style="list-style-type: none"> <li>• Deployment of customer issue database to more effectively track resolution and de-dup multiple requests from individuals</li> <li>• Issue complexity taking additional time for resolution</li> </ul>

# Topics to Cover

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- Update on research efforts underway
- Summer outreach activity
- Healthy Chat 2.0
- Open enrollment planning

# Current Research Efforts

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## Member Census project now complete

- 5,000 completed interviews have now been performed among both QHP and Medicaid enrollee's during the past OE
  - Sample size nearly triple the recent Gallup poll
- This equates to results from this study statistically being accurate at the 99% confidence interval within +/- 2 percentage points.
- Large sample size was meant to ensure accurate data, as well as ability to analyze results among various sub-groups and geographic location.



# Current Research Efforts

## Member Census project now complete

- Results provided solid backing for recent uninsured rate announcement
- Final report will be available the final week of August and provide insight into:
  - Race and ethnicity of enrollees in both Medicaid and QHP
  - Enrollment channel use
  - Satisfaction with experience
  - Key purchase influencers

	Total	QHP	Medicaid
n=	5,000	3,001	1,999

Ethnicity			
White or Caucasian	54%	56%	51%
African America/Black	18%	17%	19%
Hispanic	19%	17%	22%
Other	7%	7%	6%
Subtotal (Non-white)	44%	41%	47%
Refused	2%	2%	2%

Prior Insurance			
Yes	44%	45%	43%
No	54%	53%	56%
Refused	1%	1%	1%

# Current Research Efforts

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## One on one interviews are being recruited to shape next round of messaging

- Interviews with a wide array of both Medicaid and QHP enrollee's are being recruited to discuss their personal enrollment journey
- Results will help to craft messaging for the next OE campaign, as well as provide an opportunity to identify additional operational and IT enhancements which may improve the customer experience
- This coming OE's outreach effort will continue to be testimonial focus, with this effort providing an opportunity to identify potential participants.



# Summer Concert Outreach

Continuation of last year's successful summer outreach program continues to drive solid results

- Expansion of last year's in person concert outreach events to include a social media contesting component have provide successful.



Total Facebook Entries: 76,177  
Total Facebook Shares: 41,111  
Total New Likes for AHCT: 2,570  
From 33,382 to 36,014

Email Confirmations Sent: 68,914



# The 2014 College Road Trip

## Overview:

- AHCT will partner with Live Nation on the “2014 College Road Trip” during the months of August and September.
- This is a unique opportunity for our brand to directly target college students and gain loyal customers among 8 colleges\* around the state.
- The tour will activate via a branded vehicle and street team, which will arrive on campuses with promotional items and educational information in both English and Spanish.



## Road Trip Promotional Media:

Our brand will be included in all promotional media like the following:

1. Radio with :15 ads and live reads directing students to the campus to participate in the campaign
2. Promotional Facebook and Twitter posts prior to each campus stop
3. Billboards: Two digital boards will run on I91 North & South on the day of each campus visit.



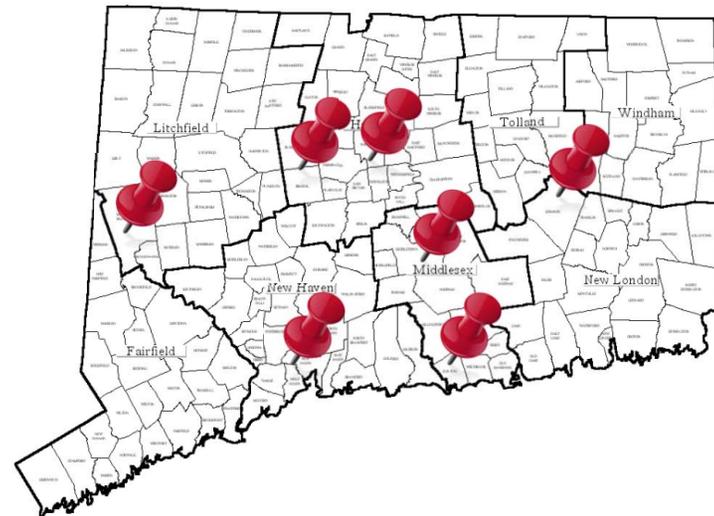
\*Colleges to be determined

# Healthy Chat 2.0

In preparation of open enrollment, a new series of last years successful Healthy Chats are being launched

- Open Town Hall style meetings to beginning in mid-September and continuing until the start of open enrolment
- 6 are currently being scheduled in:
  - Hartford
  - New Haven
  - New Britain
  - Bridgeport
  - Danbury
  - Willimantic
- Events will be promoted via broadcast advertising in addition to email alerts, PR, and social media communication

LET'S CHAT



# Open Enrollment Planning

## Data is driving the development of marketing and outreach approach

- Two-thirds (or 67%) of the remaining uninsured now reside in just 10 key urban areas of the state.
- Data also shows that 53% of the state’s African-American population and 49% of the state’s Hispanic population live in these same 10 cities.

	Town	County	Population	Pre-Enrollment Uninsured (Thomson Reuters)	Total Enrollments	Difference	% of TR uninsured still uninsured	% of overall remaining uninsured	Cumulative % of remaining uninsured
1	New Haven	New Haven	130,741	32398	5,410	26,988	83%	15.4%	15.4%
2	Hartford	Hartford	124,893	34052	7,372	26,680	78%	15.2%	30.5%
3	Bridgeport	Fairfield	146,425	25302	7,598	17,704	70%	10.1%	40.6%
4	Waterbury	New Haven	109,915	21846	6,341	15,505	71%	8.8%	49.5%
5	New Britain	Hartford	73,153	12971	4,668	8,303	64%	4.7%	54.2%
6	Meriden	New Haven	60,638	8923	3,232	5,691	64%	3.2%	57.4%
7	Stamford	Fairfield	125,109	10608	5,993	4,615	44%	2.6%	60.0%
8	West Haven	New Haven	55,404	7497	3,118	4,380	58%	2.5%	62.5%
9	Windham	Windham	25,091	5194	995	4,199	81%	2.4%	64.9%
10	East Hartford	Hartford	51,272	7102	3,070	4,032	57%	2.3%	67.2%



# Open Enrollment Planning

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## Data is driving the development of marketing and outreach approach

- This suggests that future marketing and outreach efforts need to contain a focused urban outreach component in year two, against a backdrop of continued state-wide awareness efforts.
- Planned tactics include:
  - Focused media buy in key geographies (e.g. cable-buys by cities)
  - Focused in person activity in key geographies

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# Access Health CT Oversight

# Federal Oversight: Blueprint and Gate Reviews

Report Title	Date
Architecture Review	February 2012
Planning Review	May 2012
Establishment Planning/Project Baseline Review	September 2012
Blueprint Submission	November 2012
Establishment Design Review	March 2013
Establishment Implementation/ Operational Readiness Review	August 2013

- Legal Authority and Governance
- Consumer and Stakeholder Engagement and Support
- Eligibility and Enrollment
- Plan Management
- Risk Adjustment and Reinsurance
- Small Business Health Options Program (SHOP)
- Organization and Human Resources
- Finance and Accounting
- Technology
- Privacy and Security
- Oversight and Monitoring
- Contracting, Outsourcing, and Agreements

# Federal Oversight: CCIIO Reports and Meetings

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## Federal Grant Reports

- Quarterly Financial Report
- Monthly Detailed Budget Report
- Biannual Progress Report

## Weekly CMS/CCIIO Meetings with AHCT and DSS

# Federal and State Oversight: Audits

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Auditing Agency	Date
Whittlesey & Hadley – Independent Auditors	FY 2012 and 2013
IRS – Security of Federal Tax Information (FTI)	February 2014
HHS Office of Inspector General – Eligibility and Enrollment	January-March 2014
CMS/CCIIO – Operational Readiness Assessment	September 2014
State Auditors of Public Accounts	September 2014
Whittlesey & Hadley – Independent Auditors	September 2014

# State Oversight: Required Reports

Report Title	Recipient(s)
Quarterly Financial Report	CGA Office of Fiscal Analysis
Quarterly Personnel Status Report	CGA Office of Fiscal Analysis
Annual Fiscal Report	Governor, Auditors of Public Accounts, CGA Program Review and Investigations Committee, State Librarian, Legislative Library
CEO Annual Report	Governor, CT General Assembly
Quarterly Data Report	CGA Insurance and Real Estate Committee, CGA Human Services Committee, CGA Public Health Committee
Annual Report on Effects of Adverse Selection	CT General Assembly

# Stakeholder Oversight

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## Carriers

- Weekly meetings with each carrier
- Carrier Council meetings
- Daily 834 calls

## Department of Social Services

- Weekly PMO meetings

## State Oversight Agencies

- Insurance Department
  - Weekly/Biweekly Consumer Affairs meetings
  - Life and Health Division meetings
- Office of the Healthcare Advocate
- Office of the Attorney General

# Board Oversight

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• Board of Directors meetings	38
• Standing Committee meetings	26
• Advisory Committee meetings	46
– Consumer Outreach	9
– Health Plan Benefits & Qualifications	5
– Joint Consumer Outreach and Health Plan Benefits & Qualifications	8
– Brokers, Agents & Navigators	8
– Small Business Health Options Program (SHOP)	8
– Joint Brokers, Agents & Navigators and SHOP	2
– All Four Advisory Committees	6
• All-Payer Claims Database Advisory Group meetings	7
• All-Payer Claims Database Subcommittee meetings	6
– Data Privacy and Security	3
– Policy and Procedure Enhancement	3

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## APCD Update

# Development Planning for APCD - Core Components

## Objectives

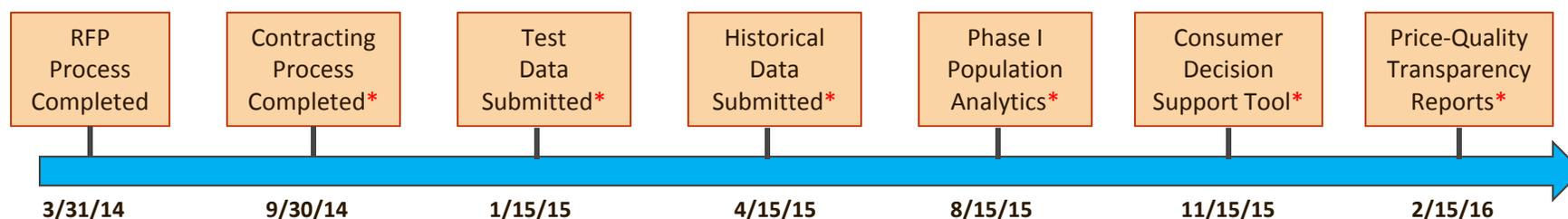
The following capabilities and components have been deemed absolutely necessary for a well functioning APCD. Some of these elements in the scope are explicitly included in the Policy & Procedure document. Other elements are needed to complement the primary scope.

- ✓ Collection of medical & pharmacy claims data from various carriers, including ASO data
- ✓ Collection of Medicare data
- ✓ Collection of Medicaid data
- ✓ Developing data validation process for collected data
- ✓ Developing and optimizing various infrastructures – ETL, Production and Managed Hosted environments
- ✓ Ensuring application of risk and clinical groupers from commercial, CMS and others TBD
- ✓ Development of a Master Provider Index
- ✓ Development of a Master Patient Index
- ✓ Development of a web tool for exhibiting reports from APCD data
- ✓ Development of price and quality transparency reports
- ✓ Development of various population & epidemiological reports
- ✓ Collection of dental data\*

\* Exact date will be determined after the vendor is on-board.

## Development Planning for APCD - Timeline

- Currently in the process of completing a comprehensive Security Audit, conducted by external firms - Advent Cat Risk LLC and Global Cyber Risk LLC
- Contract negotiation is in progress with the APCD's data and analytics vendor; expected date of completion is end of this month or the next (September)
- Basic contracting strategy is to leverage considerable development expense by the Federal funding for a financially favorable long-term licensing arrangement
- Project timeline is revised - Test data is expected to be submitted in January, 2015
- Pending data quality validation tests, historical data is expected to be submitted in April, 2015
- Phase I reporting – population analytics – is expected to be available in August, 2015
- Consumer Decision Support Tool, i.e., enabling Exchange enrollees to choose the right plan, is targeted to be released in November, 2015
- Price/Quality transparency tools is expected to be launched in February, 2016



Note: '\*' expected; timeline will slip if contract is not finalized by 9/30/2014

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# NIPA Program

## Consumer Experience Evaluation Survey Results

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# Adjournment