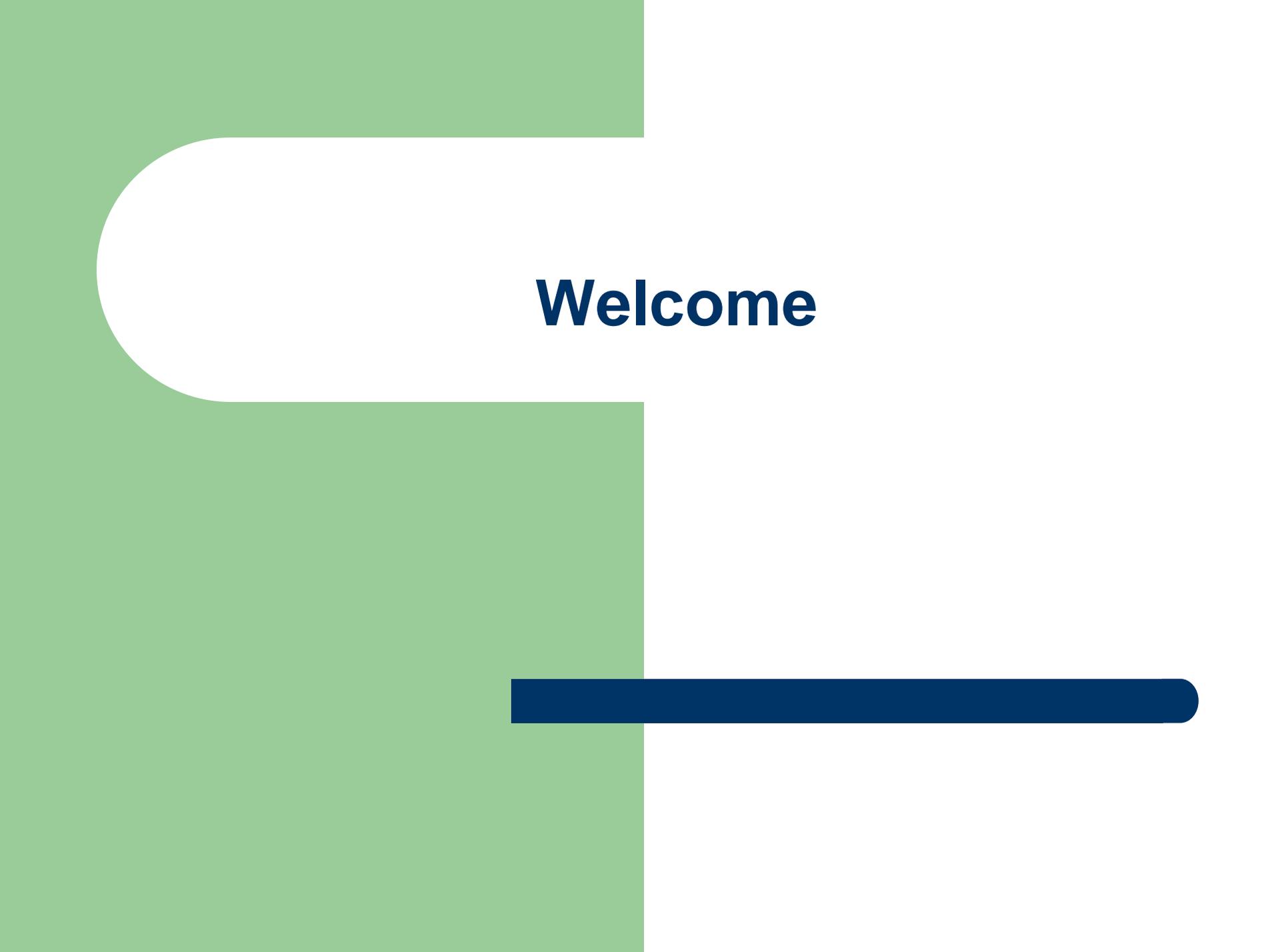


The California Health Benefit Exchange: Eligibility and Enrollment Design Options Stakeholder Workgroups Meeting

**In-person/Webinar event
Thursday, September 15, 2011**





Welcome

Partners

Thanks to our partners:

- Department of Health Care Services (DHCS)
- California Health and Human Services Agency (CHHS)
- Managed Risk Medical Insurance Board (MRMIB)
- Office of Systems Integration (OSI)

Introductions



Summary of Key Stakeholder Input

- Build confidence and trust through reliable process at launch
- Consumers control the use of their personal information
- Consider the perspective of all consumers
- Enable live contact at all points of enrollment process
- Provide status updates during eligibility process
- Apply rules consistently regardless of method of entry
- Small Business Health Options Program (SHOP) must bring value to the marketplace, employers and brokers

How Stakeholder Input is Utilized

- Inform design options
- Inform system usability requirements
- Inform Notice of Proposed Rule Making (NPRM) comments
- Structure ongoing workgroup meetings

Objective of Today's Meeting

- To obtain stakeholder feedback on design options related to eligibility and enrollment processes

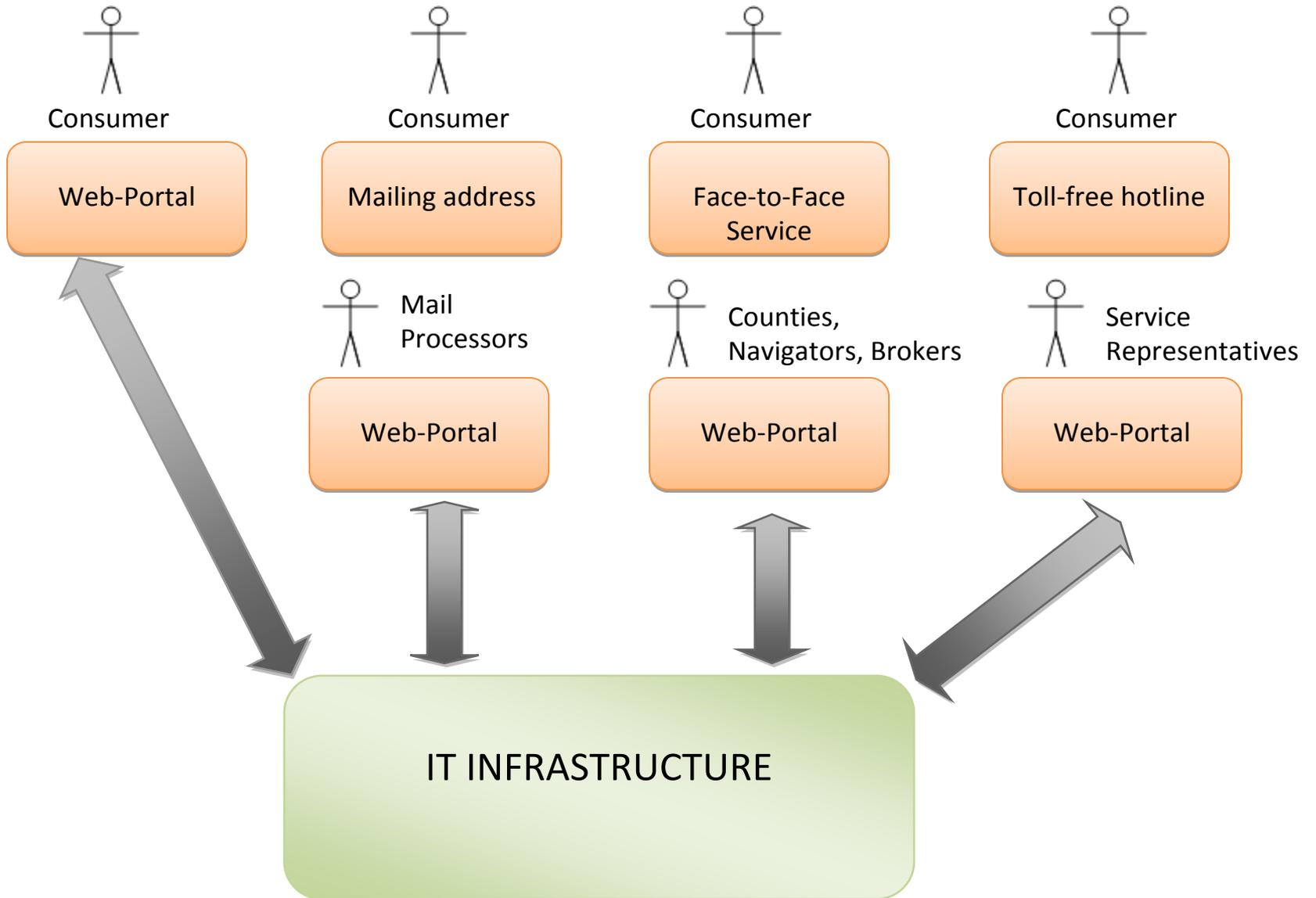
Eligibility and Enrollment Principles

- “No Wrong Door” service system
- Culturally and linguistically appropriate oral and written communications
- Seamless transition between health programs
- Reductions in the burden of establishing and maintaining eligibility
- Security and privacy of consumer information

Decision Criteria

- Does the option comply with federal and state requirements?
- Does the option provide a feasible solution to be operational by 2014?
- Does the option provide a first class customer service experience?
- What are the cost considerations, most notably ongoing operational costs? Are current assets being leveraged?
- Is the option efficient? Are there redundancies?
- What risks are associated with the option?

Consumer View



IT Infrastructure Framework

Types of consumers:

- Individuals receiving subsidies
- Individuals not receiving subsidies
- Employers/ees (SHOP eligible)
- MAGI Medi-Cal eligible people
- Non-MAGI Medi-Cal people
- Children eligible for Healthy Families
- Potentially Basic Health Program eligible people (TBD)

*MAGI: Modified Adjusted Gross Income

IT Infrastructure Framework

Key Required IT Functions:

- Website
- Eligibility determination for: Exchange subsidies, SHOP, MAGI Medi-Cal, Non-MAGI Medi-Cal, CHIP, Basic Health Plan
- Shop/compare/plan selection functionality for: Exchange subsidies, SHOP, MAGI Medi-Cal, Non-MAGI Medi-Cal, CHIP, Basic Health Plan
- Case maintenance
- Maintain master client index
- Retrieve information to support service calls
- Referrals to other human services programs: CalFresh, TANF, etc.

Federal Long-Term Vision

Face-to-Face Service
Counties, Navigators, Brokers



Central IT Infrastructure (CITI)

- Provide website offering ACA required functions
- Determine eligibility for all types of coverage
- Deliver eligibility determination results to applicant
- Provide online shop/compare/plan selection functionality for all applicable health programs
- Store all cases centrally for ongoing case maintenance
- Retrieve information to support service calls

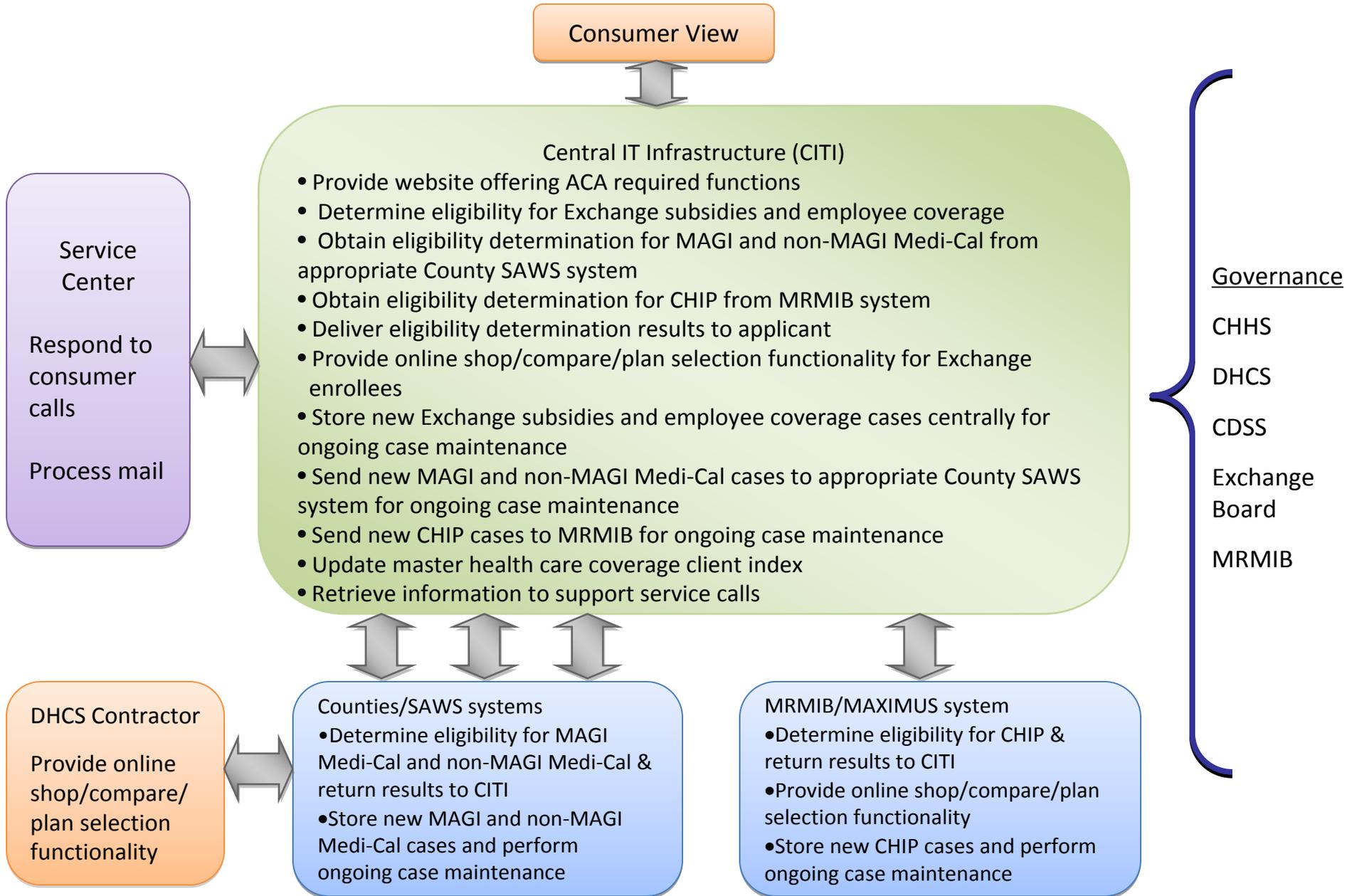
Service
Center

Respond to
consumer
calls

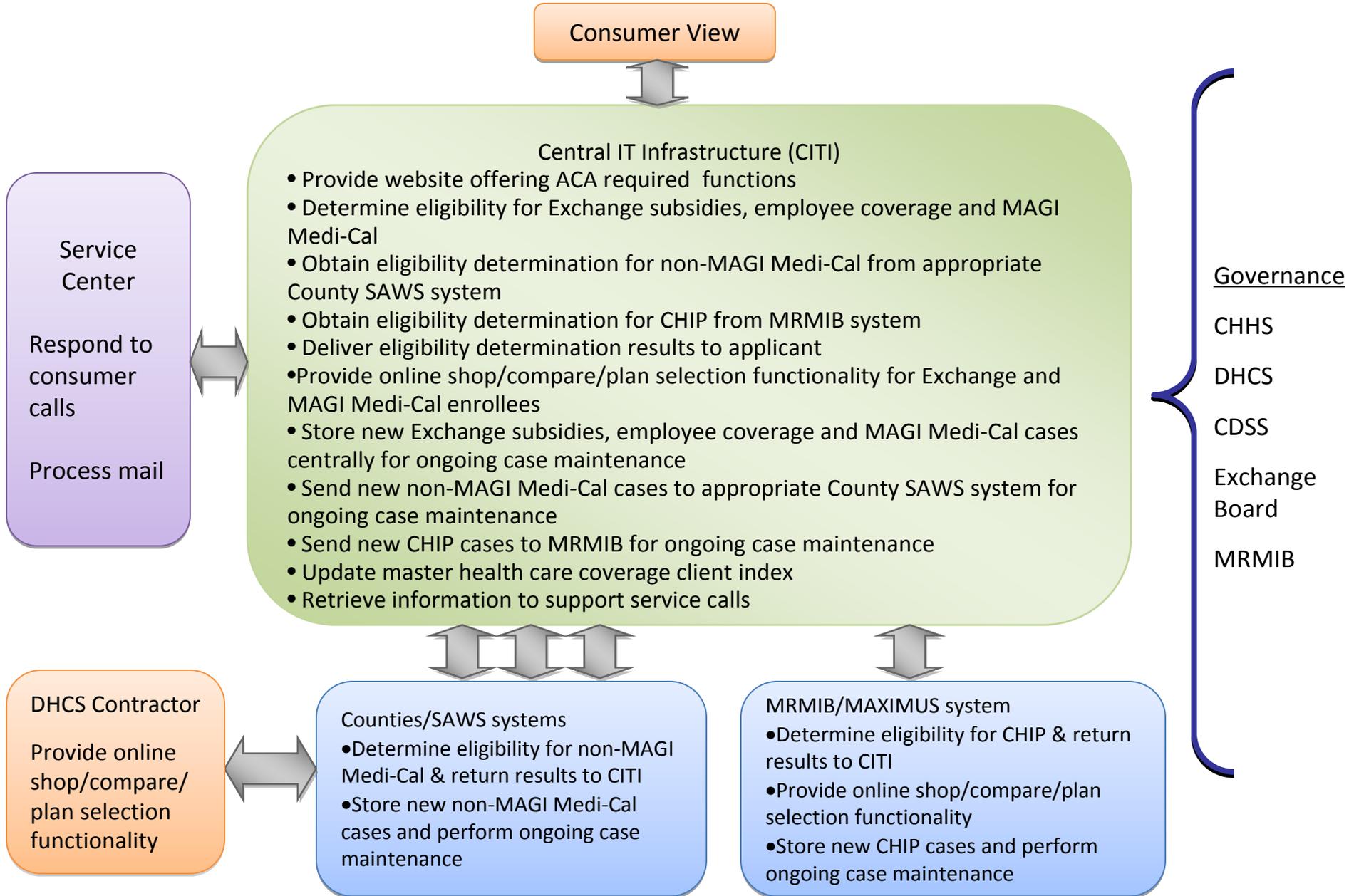
Process mail



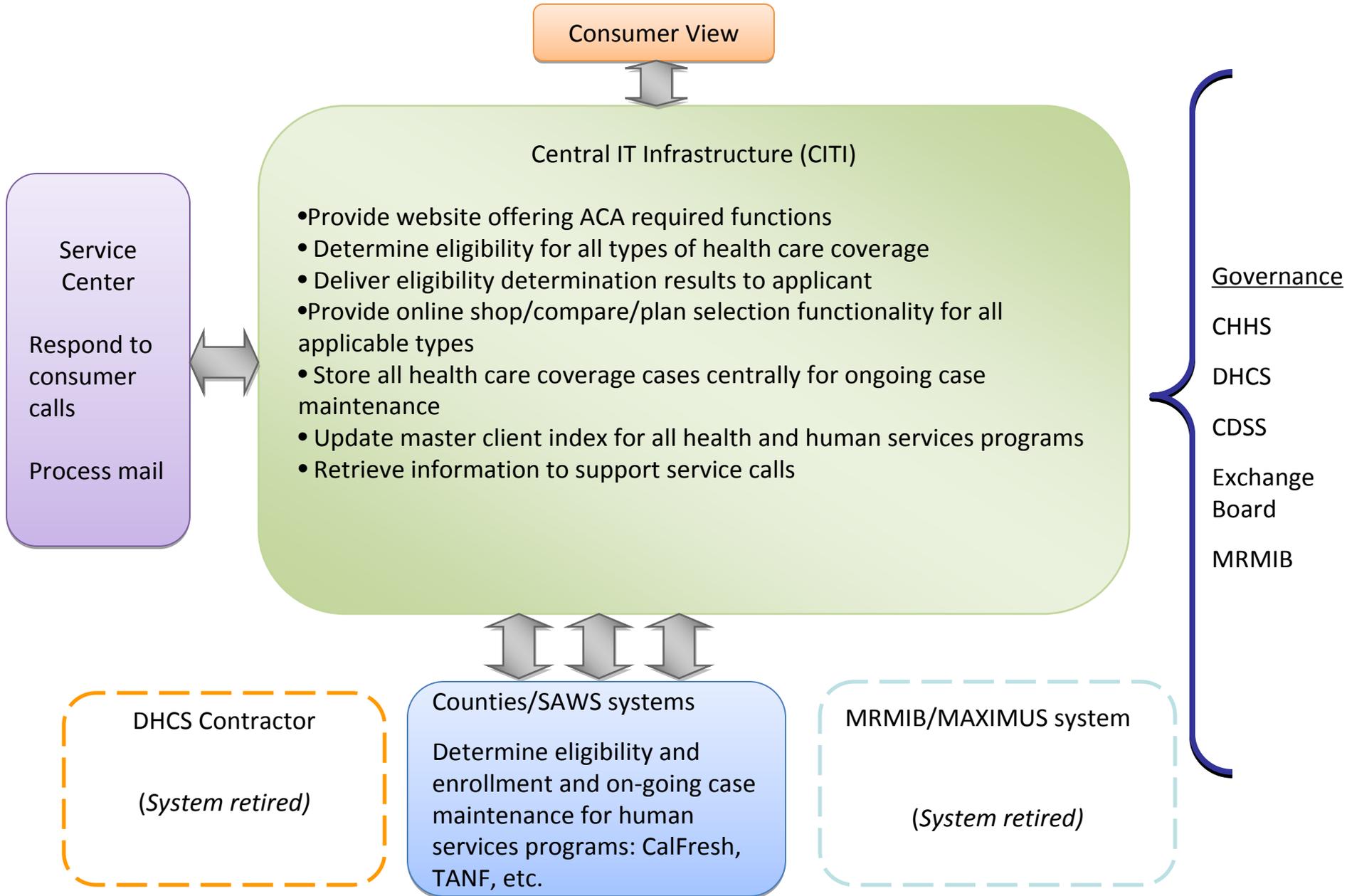
Option #1: Distributive



Option #2: Partially Integrated



Option #3: Fully Integrated



Q & A



Questions for the Break-out Session

- Are the decision criteria appropriate for evaluating the options? Why or why not? What would you change?
- Are the principles adequately reflected in the options? Are the principles appropriate? What would you change?
- What are the pros and cons of each option?
- Are there other options that should be considered?

Group Summary Feedback



Public Q & A



Next Steps

- Board presentation on design options on September 27, 2011
- Board decision on overall design vision on October 21, 2011
- Solicitation draft target date, November 2011, for public comment
- Board approves Solicitation on December 20, 2011

Send all stakeholder comments to:
eestakeholdercomments@hbex.ca.gov
by Monday September 19, 2011

Thank You

