

Plan Management Road Map 2014-2016

	WORKSTREAM	PLAN YEAR 2014	PLAN YEAR 2015	PLAN YEAR 2016
BENEFIT DESIGN	Embed pediatric dental benefit		Final Designs to Board 4/17/14	
	Design and offer family dental benefit		Final Designs to Board 4/17/14	Part of portfolio review for 2016
	Consider alternative benefit designs: SHOP	Develop criteria for use in portfolio review	Analysis of current offerings and potential additions	Part of portfolio review for 2016
	Consider alternative benefit designs - individual market	Develop criteria for use in portfolio review	Analysis of current offerings and potential additions	Part of portfolio review for 2016
	Deductibles - application across products and across metal tiers	Create education and outreach materials to inform consumers about deductibles to increase cost transparency	Educate consumers about deductibles to increase cost transparency	Part of portfolio review for 2016
	Decrease number of coinsurance plans	Create education and outreach materials concerning coinsurance and copay to decrease confusion at point of service	Educate consumers about difference between coinsurance and copay to decrease confusion at point of service	Evaluate number of coinsurance plans based on assessment of impact
	Restructure drug formulary benefit design	Conduct education and outreach to consumers regarding the differences in issuer drug formularies	Include URLs for plan issuers' drug formularies on Covered CA website	Part of portfolio review for 2016
	Review reduced cost share products	Create education and outreach materials to inform consumers about cost share impacts	Educate consumers regarding cost share impacts to increase cost transparency	Part of portfolio review for 2016
	Standardize cost share for EHB's not standardized for 2014		Conduct education and outreach for consumers	Part of portfolio review for 2016
	Require family enrolling in family dental to enroll all dependents in same family dental plan		Will be considered for 2015; system limitations may dictate	Review enrollment numbers for 2016
	Out-of-network benefit display		Include URLs for plan issuers' OON benefit designs on Covered CA website	Include in CalHEERS benefit summary
	Standardize dental benefit limitations and exclusions	Conduct outreach and education concerning the impact of differences in dental benefit	Standardize disclosure in consumer choice environment	Explore standardization together with OON display issues
CONTRACTING	Interim operating agreement	Currently under development		
	Revise QHP and SADP contracts	Analyze feedback on current contract	Stabilize network and products; streamline recertification	Align all contract references, appendices, and reporting requirements
NETWORKS	Link to plan issuers' provider directories	Links for available issuer provider directories are currently posted on Covered CA site	Encourage issuers to offer Covered CA product provider directories to which links can be posted	Plan Directory for Covered CA
	Work-Live network availability	Review enrollment preferences	Evaluate options based on data	Implement selected 2015 option
	Create network satisfaction road map, metrics	In process for 2014	Refine in 2015 for 2016 use	Continue use in portfolio and quality review
CONSUMER CHOICE AND ENROLLMENT ENVIRONMENT	Naming conventions: consistency within CCA site	Currently developing naming conventions with stakeholder input for 2015 Plan Year	Work alongside stakeholders to develop naming conventions for 2016 Plan Year	Maintain naming conventions
	Naming conventions: consistency between issuers and CCA	A crosswalk is in place to align on and off exchange naming conventions	Work alongside stakeholders to develop naming conventions for 2016 Plan Year	Maintain naming conventions
	Alert consumers to dental benefit duplication if purchasing .5	Develop education for consumers regarding costs and benefit duplication of purchasing additional .5 in 2015 Plan Year	Include education in Covered CA enrollment site to alert consumers to duplication of benefit and out of pocket maximum implications	Continue education in Covered CA enrollment site to alert consumers to duplication of benefit and out of pocket maximum implications
	Transition of current pediatric dental enrollees to new plans in 2015	Develop a process for transitioning enrollees	Transition complete	
	Families with MediCal and Covered CA coverage ("Mixed Families")	Consumer education regarding accessing different coverages	Review information on enrollee "churn" across Exchange and MediCal	Use information in portfolio and quality review
	Member Level Benefits	Will be implemented in April 2014	Consumer education regarding impact of enrolling in separate plans	Consumer education regarding impact of enrolling in separate plans
	Discuss "'Lessons Learned' from enrollment experience in CalHEERS"	In process for 2014	Develop and implement options based on findings	Continue to review, develop, implement