

California Healthcare Eligibility Enrollment and Retention System Project Update

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California Health Benefit Exchange Board Meeting

The Exchange Values apply to CalHEERS

The Exchange values are reflected in the objectives pursued in the CalHEERS project:

- **Demonstrate effective leveraging of open source IT solutions** developed in other States with Affordable Care Act resources and make the solutions developed under this solicitation widely available to Support federal or other states' efforts to implement the Affordable Care Act.
- **Deliver a first-class consumer experience** that accommodates the needs of each type of consumer and facilitates an end-to-end process that attains and maintains health coverage, from eligibility and enrollment through plan comparison and selection to premium payment and long-term retention.

CalHEERS Competitive Procurement

Date	Milestone
Oct. – Dec. 2011	Public Engagement on Scope of Design
Dec. 20, 2011	Release of Draft Solicitation for Public Comment
Jan. 18, 2012	Release of Solicitation -- HBEX4
Mar. 5, 2012	Proposal submission deadline
Apr. 9, 2012	Initiated contract negotiations
May 31, 2012	Released intent to award; requested federal approval
June 22, 2012	Contract signed

CalHEERS Competitive Procurement

- Substantial public engagement on design requirements
- Review of best practices and legal requirements
- Public comment on draft solicitation
- Confidential presentation of proposed solutions and discussion of model contract
- Amended solicitation to clarify requirements and contract terms
- Four proposals received
- Enlisted 24-member multi-agency evaluation team
- Detailed evaluation of proposal business and technical solutions and cost
- “Best Value” approach – 70 percent of score was based on assessment of business and technical solution and 30 percent based on cost

CalHEERS Competitive Procurement

- Procurement conducted jointly by Project Sponsors: Exchange, Department of Health Care Services (DHCS) and the Managed Risk Medical Insurance Board (MRMIB)
- Evaluation team ranked proposals in 5 areas:
 - Corporate qualifications
 - Project management staffing
 - Functional approach
 - Technical approach
 - Cost
- Accenture ranked first in all areas except cost.
 - Proposed a highly experienced team
 - Demonstrated a good grasp of the requirements
 - Proposed a staged implementation strategy

Information about the CalHEERS Approach

- Conforms to Solicitation requirements and Exchange values
- Project team and facilities located in California
- Builds on existing applications: C-IV; Get Insured
- Projected launch of web portal by July 2013
- Projected initial enrollments by October 2013
- “Live” support of millions of newly covered Californians by January 2014
- Five-year contract costs:
 - Development/implementation: \$183 million
 - Operation/maintenance: \$176 million

CalHEERS Optional Functionality

Optional functionality selected:

- **Alternative Case Data Configuration** – MAGI Medi-Cal cases will be stored in county SAWS systems; CalHEERS will hold Exchange subsidized and non-subsidized cases.
- **Organizational Change Management** – The CalHEERS vendor will provide support for helping to prepare organizations who are using by the CalHEERS system.
- **Assister Management** – Assisters will be able to register through CalHEERS and monitor their caseload activity; Exchange will be able to manage/monitor Assisters.
- **SHOP Functionality** – The system will have the ability to support small employer enrollments and payment processing.
- **Centralized Provider Directory** – The system will support the enrollee's ability to search for a plan based on the availability of their providers.

CalHEERS Optional Functionality

- To be decided within 60 days of contract signing:
 - **Customer Service Center** – The Project could include the facility and technology infrastructure to support a centralized service center operation.
 - **Individual Premium Aggregation** -- The system would provide the technology support for processing individual premium payments through the Exchange.
- To be decided within one year of contract signing:
 - **Integration with other Health Programs** – The system would offer applications for other programs such as Breast Cancer Screening and Treatment, etc.
 - **Integration with other Non-Health Programs** – The application portal would be expanded to collect the full set of data needed to complete applications for other programs such as CalFresh and CalWorks.

CalHEERS Project Governance and Costs

Governance

- Memo of Understanding among Exchange, DHCS, MRMIB and the Office of Systems Integration
- Steering Committee of Project Sponsors and partners
- Office of Systems Integration will provide project management

Project Costs

- Total contract amount \$360 million over 5 years
- Project costs during Level 1.2 grant period:
 - CalHEERS Contract -- \$108 million
 - Other related IT costs, primarily interface development for SAWS systems -- \$41 million
- Costs shared among the Exchange, DHCS, and MRMIB

Accenture Presentation:

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