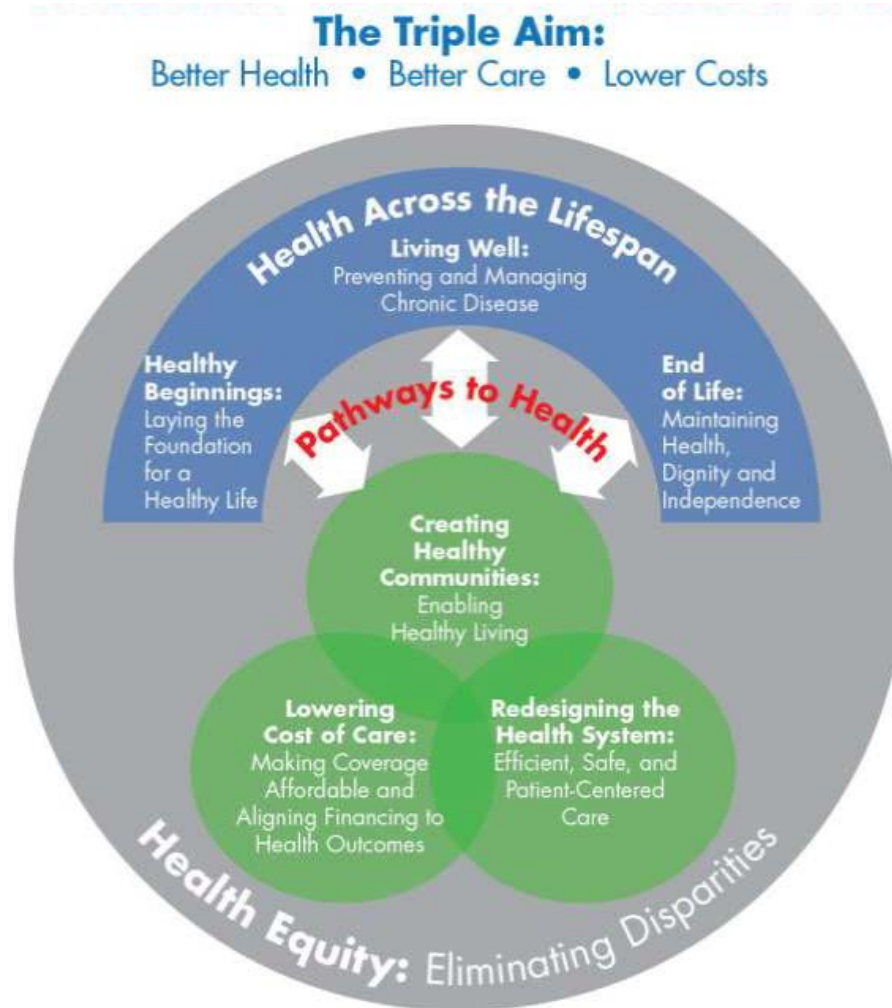


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# Executive Director's Report

Covered California Board Meeting  
November 14, 2012

# Let's Get Healthy California Task Force Framework



# Covered California Hiring Update

The Exchange welcomes the following new employees:

Desiree Perez	Human Resource Analyst
Oscar Hidalgo	Director, Communications and Public Relations
Sarah Soto-Taylor	Deputy Director of Stakeholder Engagement
Desiree Malone	Grant Manager
Darryl Lewis	Eligibility and Enrollment Contract Manager
Mosen Ghaith	Service Center Manager
Kale Thompson	Human Resource Analyst
Katrina Thomas	Senior Personnel Specialist
Lisa Bowen	Accounting Technician
Chris McClanahan	Data Processing Manager III
Terese Matchim	Data Processing Manager III

These great additions currently put the Exchange at a total of 60 employees. With 18 more in the hiring process, the Exchange will have a total of 78 employees by the end of November.

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# CalHEERS Project Status Update

Jim Brown

CalHEERS Project Director

Covered California

Covered California Board Meeting

November 14, 2012

# CalHEERS Project Status

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## Functional Requirements Validation

- **83% of 720 requirements have been validated**
  - 15% of requirements remain to be validated
  - 41% of requirements are met by base product
  - 31% of requirements require custom design
  - 11% of requirements need additional follow up
  - 2% of requirements have been deferred

## Establishment Review and Preliminary Design Consult

- Updated date: December 11-12, 2012

# CalHEERS Stakeholder Process

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## Engage Stakeholders on Key Documentation throughout Project

- **November:** Release Draft System Requirements for External Review
  - Release documentation to Website on November 16<sup>th</sup>
  - Final comments due on November 30<sup>th</sup>
- **December:** Release Business Services Definition
- **January:** Release Application with Data Elements
- **December – March:** Additional activities on Usability

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# Service Center Update

Juli Baker  
Chief Technology Officer  
Covered California

Covered California Board Meeting  
November 14, 2012

# Update on Facilities and Staffing

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- Exploration of potential County Service sites:
  - Request for Offers (RFO) issued October 29, 2012
  - Offers due December 7, 2012 (changed from Nov. 16)
  - Expected contract with a county by January 31, 2013 (changed from December 31<sup>st</sup>)
- Facility search for two sites underway by Department of General Services:
  - Primary Site in Sacramento area
  - Secondary Site in central to southern California
- Staff planning and recruiting has begun:
  - Approximately 850 positions needed to do customer support
  - Includes a component for intermittent workers to absorb open enrollment



# Update on Planning Work

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- **Policy and referral protocols for management of multi-program households:**
  - Research on business process alternatives completed
  - Process flows under consideration by Exchange, Department of Health Care Services, and partner agencies

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# Evaluation Planning

Larry Bye  
Senior Fellow  
NORC

Covered California Board Meeting  
November 14, 2012

# Evaluation Objectives

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## Core Evaluation Plan Presented in this Webinar

- Determine the Exchange's success and effectiveness in achieving its mission and fulfilling its vision

## Additional Evaluation Work in Progress

- Assess performance of Exchange as an enterprise
- Ensure that federal and state reporting requirements are met

# Evaluation Principles Anchored in Exchange Values

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Evaluation anchored in core value of **results**:

The impact of the Exchange will be measured by its contributions to expanding coverage and access, improving health care quality, promoting better health and health equity, and lowering costs for all Californians

Implementation Principles:

1. Regularly evaluate effectiveness of programs and policies
2. Identify trends to enable continuous improvement
3. Inform evidence-based decision making
4. Identify disparities in access, utilization and quality
5. Align evaluation measurement with state and federal efforts
6. Partner broadly to assess impacts on health care system
7. Share findings broadly

# Evaluation Audiences

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- Exchange Board and management
- Consumers
- Health plans and providers
- Stakeholders
- State partners
- Congress, state legislature, and other policymakers

# Evaluation Planning Process: Participants

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- NORC/Exchange senior staff working group
- Evaluation experts
- State partners
- Stakeholders/general public
- Exchange Board

# Evaluation Planning Process: Steps

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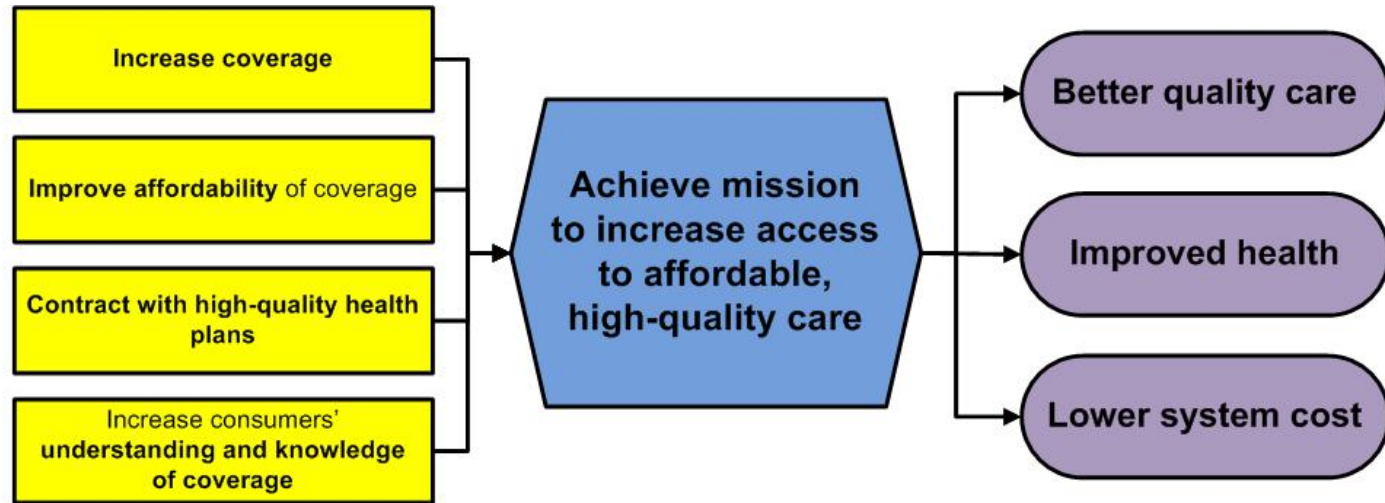
## Current Work

- Logic model
- Key evaluation domains and questions

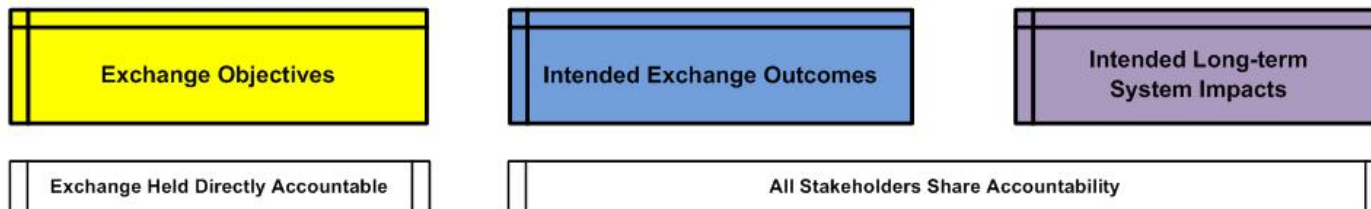
## Next Steps

- Selection data sources and indicators to inform progress toward meeting objectives
- Develop an evaluation implementation plan prior to open enrollment

# Evaluation Plan: Logic Model



The Exchange and its partners will assess and work to reduce disparities across all domains.



The Logic Model was derived from the Exchange's mission statement.

Version 11/08/12



# Evaluation Plan: Analytic Framework

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- The evaluation will include whenever possible separate analyses across all domains and questions.
- Some key stratification groups include:
  - Benefit level, design, and plan
  - Race and ethnicity
  - Language
  - Region
  - Income
  - Education
- Determination of which segments to analyze will vary by evaluation question, data source, and sample size.

# Evaluation Plan: Section 1 – Exchange Objectives (1 of 4)

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- **Increase Health Insurance Coverage**
  - Evaluation Question 1: Has Covered California achieved its enrollment goals?

# Evaluation Plan: Section 1 – Exchange Objectives (2 of 4)

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- **Improve Affordability of Coverage**
  - Evaluation Question 2: Are Covered California enrollees offered affordable health insurance coverage?
    - **Potentially indicated by:**
      - Premium and out-of-pocket costs in the context of annual income
      - Forgoing needed care due to cost

# Evaluation Plan: Section 1 – Exchange Objectives (3 of 4)

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- **Contract with High-Quality Health Plans**
  - Evaluation Question 3: Do Covered California health plan choices offer as good or better quality for consumers compared to those offered outside the Exchange?

# Evaluation Plan: Section 1 – Exchange Objectives (4 of 4)

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- **Increase Consumer Knowledge & Understanding of Coverage**
  - Evaluation Question 4: Do Covered California enrollees demonstrate knowledge and understanding of the costs and benefits of their health insurance coverage?

# Evaluation Plan: Section 2 – Intended Exchange Outcomes (1 of 2)

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- **Increased Access to Care**
  - Evaluation Question 5: Do Covered California enrollees have access to high quality care?
    - **Potentially indicated by:**
      - Having a usual source of care
      - Receiving culturally and linguistically appropriate care

# Evaluation Plan: Section 2 – Intended Exchange Outcomes (2 of 2)

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- **Improved Quality of Care & Experience of Care**
  - Evaluation Question 6: Are Covered California enrollees able to get appropriate clinical care and preventive services?
  - Evaluation Question 7: Are Covered California QHP enrollees satisfied with their health care providers and office staff?
  - Evaluation Question 8: Are Covered California QHP enrollees satisfied with their health plans?

# Evaluation Plan: Section 3 – Long-term System Impacts

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For each system impact below, Covered California intends to work with state partners over the next decade and beyond to: monitor the long-term impacts of the ACA in CA; track changes over time; and compare CA to other states.

- **Better Quality Care**

- Receiving appropriate clinical care and preventive services
- Satisfaction with healthcare providers and office staff
- Safe delivery of care

- **Improved Health**

- Monitor statewide health outcomes
  - E.g., rates of child and adult obesity, death rates by disease, infant mortality

- **Lower System Cost**

- Monitor proportion of state GDP spent on healthcare system
- Reduce waste, fraud, and abuse in healthcare system