CalHEERS Project Status Update

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California Health Benefit Exchange Board Meeting
June 20, 2013

CalHEERS General Update

Activity / Phase	Last Month Status	Current Status
Design	On Schedule	On Schedule
Development	Behind Schedule 2 Weeks	Behind Schedule 1 Week
Testing	Behind Schedule 1 Week	Behind Schedule 5 Weeks
Implementation and Launch 10/1/13	On Schedule	On Schedule

Other Key Activities:
- Working to complete Federal Detailed Design Review requirements – target completion this month

CalHEERS Timeline Update

Release	Schedule Date	Schedule Status
Release 1 – Certified Enrollment Counselor Registration	August 19, 2013	On Schedule
Release 2 – Open Enrollment	October 1, 2013	On Schedule
Release 2.5 – Financial Processing	November 15, 2013	On Schedule
Release 3.0 – Key Interfaces	January 1, 2014	On Schedule

Key Issues / Risks:
- Finalizing functional changes
- Finalizing changes for usability

CalHEERS Project Status Update: Usability

- Research Activities Completed thru May/June
  - Readability review – unsubsidized application flow, plan shopping and landing pages
  - Keyword testing research
  - Usability testing – plan shopping cost calculator
  - Usability testing – end-to-end individual subsidized application flow, eligibility results and enrollment

- Research and Design Progress Update
  - Usability update and re-test of end-to-end subsidized application flow (June)
  - Integration of Readability Review and Keyword Testing results (June / July)

CalHEERS Walk-Through

Terri Shaw
CalHEERS Usability Consultant

CalHEERS Walk-Through

- To bring the concepts of the CalHEERS system to life, we present a user scenario: **Individual Eligibility & Enrollment – Mixed Case Household**

- Please note that the screen and process flows you will see are a work-in-process, and are likely to change in the initial system rollout

- Screen navigation and usability are based on industry standard UX2014 guidelines

- Usability research/testing is underway and test recommendations will be implemented on prioritized basis

CalHEERS Walk-Through

- Log in, Identify household members, personal data, income

- Verify income, determine premium assistance (advanced premium tax credit)

- Compare and select health insurance plans

PLEASE NOTE: The screen images reflect draft design materials