Idaho SBE Work Plan

1.0 Legal Authority and Governance			
1.1 Enabling Authority	• Pass Legislation with enabling language creating the Idaho Exchange (AHBE and SHOP) as a non-profit entity	March 2013	Governor's Office and State Legislature

Idaho SBE Work Plan

1.0 Legal Authority and Governance			
1.2 Governance Structure Formation	• Establish board and governance structure • Establish formal, publicly-adopted charter or bylaws • Establish governance policies in compliance with 45 CFR 155.110(d) • Obtain of conflict of interest disclosures from board members, including disclosures of financial interest	April 2013	Governor's Office & Exchange Board

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.1 Stakeholder Consultation Plan	• Continuation and formation of workgroups • Development and formation of advisory committees (including medical providers and insurance experts)	March 2013 – ongoing as needed	Exchange Board

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.2 Consultation with Federally Recognized Indian Tribal Governments	• Continuation and formation of workgroups • Development and formation of advisory committees (including medical providers and insurance experts)	March 2013 – ongoing as needed	Exchange Board

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.3 Outreach and education plan	• Formation of workgroup and advisory committees to develop "best practices" and tactics for reaching target audience • Develop formalized outreach and education plan	March 2013 - Apr 2013	Exchange Board
	• Execute outreach and education plan	July 2013 – ongoing as needed	Exchange Board
	• Issue RFP/sole source qualified vendor • Develop comprehensive and integrated communications and marketing campaign; including culturally and linguistically appropriate material and auxiliary aids	April 2013 – May 2013	Idaho Exchange & Vendor
	• Execute Public Relations and marketing campaign	June 2013 – ongoing as needed	Idaho Exchange & Vendor

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.4 Call Center	• Issue RFP/sole source qualified vendor to provide call center services	May 2013 – June 2013	Idaho Exchange
	• Develop training and operating plans, procedures, and SLA metrics • Develop plan for managing call volume and providing translation services • Create a toll-free number	May 2013 – Sep 2013	Vendor

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.5 Internet Web site	• Issue RFP/sole source IT Systems vendor	Apr 2013	Idaho Exchange
	• Obtain URL address for the Exchange • Develop Exchange's Web site, including translation services and auxiliary aids	Apr 2013 – Sept 2013	IT Systems Vendor

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.6 Navigator Program	• Issue RFP/sole source vendor to assist the State in developing the training curricula and certification processes and conducting training sessions	Apr 2013	Idaho Exchange
	• Develop Navigator Program conflict of interest, privacy and security, and training standards • Develop operational plan, including ongoing funding of the Navigator Program	April 2013 – Aug 2013	Idaho Exchange
	• Select Navigator grant recipients	Aug. - Sep 2013	Exchange Board

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.8 Agents and Brokers	• Issue RFP/sole source vendor to assist the State in developing the training curricula and certification processes and conducting training sessions	Apr 2013	Idaho Exchange
	• Develop licensure and registration policies • Develop of conflict of interest and privacy and security standards • Develop compensation policies and processes	Aug 2013	Idaho Exchange

Idaho SBE Work Plan

2.0 Stakeholder Consultation			
2.9 Web-brokers	• Issue RFP/sole source vendor to assist the State in developing the training curricula and certification processes and conducting training sessions • Issue RFP/sole source IT Systems vendor to develop Web Site connectivity	Apr 2013	Idaho Exchange
	• Develop licensure and registration policies and verification process • Develop conflict of interest and privacy and security standards	Aug 2013	Idaho Exchange

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.1 Application	• Evaluate possible benefits and disadvantages of using HHS-developed application	Jan 2013 – Mar 2013	DHW & Idaho Exchange

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.2 Coordination Strategy	• Determine DOI's and DHW's role in eligibility and enrollment activities • Establish memoranda of understanding (MOUs) and other necessary agreements necessary specifying roles and responsibilities	Jan 2013 – Apr 2013	Idaho Exchange, DOI & DHW
	• Determine other stakeholders' roles in eligibility and enrollment activities, including CMS and CCIIO • Establish memoranda of understanding (MOUs) and other necessary agreements necessary specifying roles and responsibilities	Jan 2013 – May 2013	Idaho Exchange, DOI & DHW
	• Issue RFP/sole source IT Systems vendor	Mar 2013 – Apr 2013	Idaho Exchange
	• Establish standard operating procedures and finalize data sharing agreements • Develop an exchange eligibility flow narrative	Apr 2013 – May 2013	IT Systems Vendor
	• Begin systems development • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	Apr 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.3 Application, updates, acceptance, and processing, and responses to redeterminations	• Develop processes and policies for accepting and processing applications, etc. from applicants in person, via mail, and via phone	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Establish memoranda of understanding (MOUs) and other necessary agreements required for designating roles and responsibilities to other State agencies, Navigators, and Customer Service Call Center	Mar 2013 – Jun 2013	Idaho Exchange
	• Develop processes and policies for accepting and processing applications, etc. from applicants online • Develop capacities to accept and process applications, update and responses to predeterminations from applicants and enrollees • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.4 Notices, data matching, annual redeterminations, and response processing	• Develop business requirements for generating and sending notices and process responses in-person, online, via mail, and via phone • Develop business requirements for retrieving, processing, and using matched data to re-determine eligibility	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for generating and sending notices online, conducting periodic data matching, and conducing annual redeterminations • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.5 Verifications	• Identify range of data sources the State will require connectivity with for data verification purposes	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for generating and sending notices online, conducting periodic data matching, and conducing annual redeterminations • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.6 Document acceptance and processing	• Develop standard operating procedures and privacy protections for accepting and processing user-uploaded document and paper documents	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for accepting, storing, associating, and processing documents received from individual applicants and enrollees electronically • Develop capacities for accepting, imaging, uploading, associating, and processing paper documentation received via mail and/or fax. • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.7 Eligibility determination	• Finalize approach for assessing eligibility for Medicaid/SCHIP based on MAGI (including receiving applications transferred from other agencies) • Finalize approach for determining eligibility for employee and employer participation in SHOP	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for assessing and determining eligibility • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.8 Eligibility determinations for APTC and CSR	• Finalize approach to determining APTC/CSR using federally-managed service	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Build the interface with the (APTC/CSR) federal service.	Apr 2013 – Jun 2013	IT Systems Vendor
	• Perform (APTC/CSR) eligibility tests and IV&V	Jul 2013 – Aug 2013	IT Systems Vendor
	• Make any necessary technical modifications in order to be production ready	Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.9 Applicant and employer notification	• Finalize approach to sending notices to applicants and employers	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for assessing and determining eligibility • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.10 Individual responsibility requirement and payment exemption determinations	• Finalize approach to individual responsibility requirement and payment exemptions using federally-managed service	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Build the interface with the IRR&PED federal service	Apr 2013 – Jun 2013	IT Systems Vendor
	• Perform IRR&PED tests and IV&V	Jul 2013 – Aug 2013	IT Systems Vendor
	• Make any necessary technical modifications in order to be production ready	Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.11 Eligibility appeals	• Finalize approach to supporting the eligibility appeals process and to implement appeals decisions	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop capacities for the eligibility appeals process • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.12 QHP selections and terminations, and APTC/advance CSR information processing	• Finalize approach to processing QHP selections and terminations, computing actual APTC, and reporting and reconciling QHP selections, etc. • Develop electronic enrollment transaction standards	Mar 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop necessary technical capacities, including processes for exchanging relevant information with issuers and CMS • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.13 Electronically report results of eligibility assessments and determinations	• Establish business requirements for electronically reporting results of eligibility and exemption assessments to the HHS, IRS, and other agencies administering Insurance Affordability Programs	Apr 2013 – May 2013	Idaho Exchange & IT Systems Vendor
	• Develop necessary technical capacities for electronically reporting results to relevant agencies • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

3.0 Eligibility and Enrollment			
3.14. PCIP transition plan	• Development of a formal PCIP transition plan, including written communications, website information, phone contact and potentially in-person assistance	Jun 2013 – Dec 2013	Idaho Exchange

Idaho SBE Work Plan

4.0 Plan Management			
4.1 Appropriate authority to perform and oversee certification of QHPs	• Determine DOI's role in plan management and establish memoranda of understanding (MOUs) and other necessary agreements necessary specifying roles and responsibilities • Establish appropriate authority to perform and oversee certification of QHPs and submit citation of Idaho's applicable statutory and/or regulatory authorities	Nov 2012 – Mar 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.2 QHP certification process	• Identify certification requirements	Dec 2012 – Feb 2013	DOI
	• Establish business process for certifying QHPs	Sep 2012 – May 2013	DOI
	• Develop forms • Develop QHP application process	Feb 2013 – Mar 2013	DOI
	• Prepare to submit, receive, and review applications and notify carriers of qualifying QHPs	Apr 2013 – Jul 2013	DOI
	• Certify QHPs and test system	Aug 2013 – Aug 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.3 PM system(s) or processes that support the collection of QHP issuer and plan data	• Review plan management process maps against existing SERFF capabilities to identify SERFF activities • Track SERFF status and development progress	Oct 2012 – Apr 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.4 Ensure ongoing QHP compliance	• Establish policies and processes for QHP compliance • Establish roles and responsibilities for QHP compliance • Implement QHP compliance	Dec 2012 – Nov 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.5 Support issuers and provide technical assistance	• Establish policies and processes for issuer support and technical assistance • Establish roles and responsibilities for issuer support and technical assistance • Provide training for issuers	Feb 2013 – Sep 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.6 Issuer recertification, decertification, and appeals	• Establish polices for issuer recertification, decertification and appeals • Establish processes for issuer recertification, decertification and appeals • Establish staffing, communication plan, and training for issuer recertification, decertification and appeals	Feb 2013 – Jul 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.7 Timeline for QHP accreditation	• Establish accreditation timeline policy • Establish communication plan	Aug 2013 – Dec 2013	DOI

Idaho SBE Work Plan

4.0 Plan Management			
4.8 QHP quality reporting	• Establish policy and processes for QHP quality reporting • Establish staffing and communication plan for QHP quality reporting	Aug 2013 – Jan 2014	DOI

Idaho SBE Work Plan

6.0 SHOP			
6.1 SHOP compliance with 45 CFR 155 Subpart H	• Issue RFP/sole source SHOP IT Systems vendor	Mar 2013 – Apr 2013	Idaho Exchange
	• Develop capabilities to allow an employer to select a level of coverage from which employees can choose plans from • Develop support capabilities to ensure that all QHP issuers make rate changes at a uniform time • Develop support capabilities to ensure small employers are only offered QHPs that meet necessary small group requirements • Develop premium calculator and other shop and compare functionality • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	Apr 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

6.0 SHOP			
6.2 SHOP premium aggregation	• Develop processes for identifying non- or late payments and sending notices to employers • Develop Exchange's premium aggregation process, including billing and receiving contributions • Begin systems development • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	Apr 2013 – Sep 2013	Idaho Exchange & IT Systems Vendor

Idaho SBE Work Plan

6.0 SHOP			
6.3 Electronically report results of eligibility assessments and determinations for SHOP	• Determine electronic reporting needs • Develop capacity to electronically report information to the IRS and other relevant stakeholders • Begin systems development • Complete systems development and prepare for final user testing as appropriate • Begin and complete final user testing as appropriate	Apr 2013 – Sep 2013	Idaho Exchange & IT Systems Vendor

Idaho SBE Work Plan

7.0 Organization & Human Resources			
7.1 Organizational structure and staffing resources to perform Exchange activities	• Develop organizational structure and staffing resources • Determine and hire consultants with expertise needed for immediate Exchange development and implementation activities	Mar 2013 – Apr 2013	Idaho Exchange
	• Begin to formulate long-term staffing plans and needs for key Exchange activities • Formalize organizational chart and hiring strategy that reflects long-term staffing needs	Apr 2013 – Dec 2013	Idaho Exchange

Idaho SBE Work Plan

8.0 Finance & Accounting			
8.1 Long-term operational cost, budget, and management plan	• Hire vendor to conduct Exchange feasibility study and develop budgetary contingency plans	Mar 2013 – May 2013	Idaho Exchange
	• Finalize methods for generating revenue • Finalize long-term operational budget and financial management plan, detailing expected operating costs, revenues, and expenditures	Apr 2013 – Jun 2013	Idaho Exchange & Vendor

Idaho SBE Work Plan

9.0 Technology			
9.1 Compliance with HHS IT Guidance	• Finalize expected deliverables for IT Systems vendor • Issue RFP/sole source IT Systems vendor	Mar 2013 – Apr 2013	Idaho Exchange

Idaho SBE Work Plan

9.0 Technology			
9.2 Adequate technology infrastructure and bandwidth	• Complete preliminary business requirements and develop IT architectural/integration framework • Complete an SDLC implementation plan • Complete security risk assessment and release plan • Complete preliminary design and system requirements documentation • Make HHS aware of any significant variation that may exist between Exchange technology and HHS guidance • Begin and complete testing of all system components, including data, interfaces, performance, security, and infrastructure as appropriate	Mar 2013 – May 2013	IT Systems Vendor
	• Finalize IT and integration architecture and begin initiating exchange build • Complete preliminary and interim development of baseline system and review, ensuring compliance with business and design requirements • Complete final development of baseline system including software, hardware, interfaces, code reviews, and unit-level testing	May 2013 – Sep 2013	IT Systems Vendor

Idaho SBE Work Plan

9.0 Technology			
9.3 IV&V, quality management and test procedures	• Issue RFP/sole source IV&V vendor • Formalize description of front-end system engineering work including IT, quality assurance processes, and IV&V services	Jul 2013 – Aug 2013	Idaho Exchange
	• Validate requirements, business processes, and development of the Exchange (IV&V vendor)	Aug 2013 – Sep 2013	IV&V Vendor

Idaho SBE Work Plan

10.0 Privacy & Security			
10.1 Privacy and Security standards policies and procedures	• Develop Privacy and Security Policies and Standards	Mar 2013 – Apr 2013	Idaho Exchange
	• Coordinate with IT Systems vendor on development of Privacy and Security processes	Apr 2013 – Jul 2013	Idaho Exchange & IT Systems Vendor

Idaho SBE Work Plan

10.0 Privacy & Security			
10.2 Safeguards based on HHS IT guidance	• Coordinate with IT Systems vendor on establishment of safeguards for authentication and identity proofing functionality (incorporating HHS IT requirements)	Apr 2013 – Jul 2013	Idaho Exchange & IT Systems Vendor

Idaho SBE Work Plan

10.0 Privacy & Security			
10.3 Safeguard protections for Federal information	• Coordinate with IT Systems vendor on establishment of safeguards to protect confidentiality of federal information	Apr 2013 – Jul 2013	Idaho Exchange & IT Systems Vendor
	• Submit Safeguards Procedures Report to HHS • Receive letter of acceptance from HHS	Aug 2013 – Sep 2013	Idaho Exchange

Idaho SBE Work Plan

11.0 Oversight, Monitoring, & Reporting			
11.1 Routine oversight and monitoring of the Exchange's activities	• Develop Oversight and Monitoring policies, procedures, metrics, and quality controls • Issue RFP/sole source IT Systems vendor	Mar 2013 – Apr 2013	Idaho Exchange
	• Coordinate with IT Systems vendor on technical business operations, monitoring policies, and quality control measures	Apr 2013 – Jul 2013	Idaho Exchange & IT Systems Vendor
	• Development and implementation of routine oversight and monitoring of Exchange activities related to project management	Jan 2012 – Apr 2013	DOI

Idaho SBE Work Plan

11.0 Oversight, Monitoring, & Reporting			
11.2 Track/report performance and outcomes metrics related to Exchange activities	• Develop catalogued and defined data collection and reporting requirements • Coordinate with IT Systems vendor on development of management tools used to report on performance metrics	Apr 2013 – Jul 2013	Idaho Exchange & IT Systems Vendor
	• Development and implementation of tracking and reporting of performance and outcomes measures related to project management	Mar 2012 –Jun 2013	DOI & Idaho Exchange

Idaho SBE Work Plan

11.0 Oversight, Monitoring, & Reporting			
11.3 Uphold financial integrity provisions	• Develop policies and procedures that promote compliance with ACA financial integrity provisions	Apr 2013 – Jun 2013	Idaho Exchange

Idaho SBE Work Plan

12.0 Contracting. Outsourcing, and Agreements			
12.1 Contracting and outsourcing agreements	• Determine necessary contracts to be issued and/or vendors to be procured • Issue of necessary RFP/sole source contracts	Mar 2012 – Apr 2013	Idaho Exchange & DOI