Arkansas Health Insurance Marketplace SBE Transition Planning

Core Area/ Key Tasks and Milestones	Completed	Oct – Nov 15	Nov-Dec 2013	Jan-Mar 2014	Apr-June 2014	Jul-Sept 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-June 2015	Jul-Sept 2015	Oct-Dec 2015	Jan 2016
Legal Authority and Governance- Ensure that the State has enabling authority to operate an Affordable Insurance Exchange, including a SHOP												
The State has enabling authority to operate an Affordable Insurance Exchange, including a Small Business Health Options Program (SHOP), compliant with the X Affordable Care Act § 1321(b) and implementing regulations.	ACT 1500											
The Exchange has been established with an Exchange Board and governance structure X in compliance with Affordable Care Act § 1311(d) and 45 CFR 155.110.	Bylaws Emergency Operating Rules Fiscal Impact Statement Statement of Necessity											
The Exchange has appropriate statutory and/or regulatory authority(ies) to certify QHPs. (Blueprint Requirement)	Ark. Code Ann. §§ 23-61-103 and 23-61-108 Provided by Zane				x							
Program Governance – Program management Planning (Communications Management, Issue/Decision Management/Risk Management/Organization Roles/Responsibilities (Board & non-Board Members)			x									
Letters of approval Grant Committee Approval Arkansas Insurance Letter of Approval Governor's Letter of Approval		In progress										

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Consumer and Stakeholder Engagement and Support- Part 1 of 4 - Stakeholder and Tribal Consultation Plans – Communication and stakeholder engagement planning												
Assess current plans under the Partnership Model and previous preliminary SBE information			X									
Ascertain Stakeholder and Tribal communication under the SBE Model			X									
Identify GAPS			X									
Develop communication plans and schedules				X								
Implement SBE Plans												
Consumer and Stakeholder Engagement and Support- Part 2 of 4 - Navigator/In Person Assister Program - Individuals to work with uninsured Arkansans to assist them in purchasing insurance through the Exchange												
Assess current plans under the Partnership Model					X							
Ascertain navigator/in-person assister roles in the SBE					X							
Identify GAPS						X	X					
Analyze staffing model						X	X					
Identify new business functions						X	x					
Develop SBE Navigator Model						X	X					
Develop migration plans for staff and business								x	X			
Develop conversion plan								X	x			
Implement new SBE Model										x	x	x
Outreach & Education - Part 3 of 4 - Arkansas Health Insurance Marketplace outreach and education programs is to increase the number Arkansans with health insurance and gain public support of the Marketplace. Includes outreach and education for the public, inter/intra agencies, staff, etc.												
Assess current plans under the Partnership Model					X							

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Assess current Outreach & Education IT solution					X							
Review previous SBE preliminary information					x							
Develop AR Health Insurance Marketplace Outreach & Education plan						x	X					
Identify GAPS							X					
RFP Development or Amendments to existing contracts							x	X				
Develop plan to transition to a SBE									x	x		
Develop materials to transition to a SBE									x	x	X	
Consumer and Stakeholder Engagement and Support - Part 4 of 4 Call Center - The Marketplace provides for the operation of a toll-free telephone hotline (call center) to respond to requests for assistance from the public (including individuals, employers, and employees) at no cost to the caller as specified by 45 CFR 155.205(a).												
Assess current resource center			X									
Review other states SBE call centers			X									
Ascertain Call Center Organizational Structure and Staffing numbers			X									
Identify policy requirements				X								
Collect functional requirements				X								
Define business processes				X								
Job allocation approval process												
Job recruitment and training					x	x	X					
Estimate Funding/Cost				X	X							
Establish Inter/Intra-agency agreements					x	x	x					
Call Center Volume analysis and reporting					x							
Develop IT Solution RFP						x	X					
Issue Call Center IT Solution RFP								X				
Procurement approval process								x	X			
Award Call Center IT Solution								X				
Design, Develop and Implement (DDI) for Call Center									x	x	X	
Create Call Center Knowledge									x	x	x	

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Eligibility/Enrollment - A central component of the ACA is the expectation of immediate enrollment and maintenance of enrollment in whatever program individuals may be eligible. To be primarily achieved through a verification process in which an applicant declares, affirms, or documents that eligibility requirements have been met so that enrollment occurs at the time of application or renewal.												
Review and analyze preliminary "as is" SBE eligibility and enrollment information			X									
Analyze current eligibility and enrollment Partnership Model			X									
Assess eligibility and enrollment model changes from Partnership Model to SBE Model			X									
Research other SBE states			x									
Determine reuse of current systems				X								
Identify GAPS				X								
Determine DHS eligibility and enrollment support in the Marketplace (including applications)				X								
Identify volume impacts with DHS staff												
Collect functional requirements				X								
Define appeals process and activities				X								
Conduct Alternative Analysis				X								
Establish Inter/Intra-agency agreements				x	x	x						
Assess Conversion activities				X								
Define the "to be" Marketplace SBE Model				x	X							
Develop Marketplace IT Solution RFP					X							
Issue Marketplace IT Solution RFP					X							
Procurement approval process					x	X						
Award Marketplace IT Solution						x						
Marketplace DDI							x	x	x			
Testing									x	X		
Training									x	x	x	

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Plan Management - Functionality to support the Exchange in acquiring, certifying, monitoring, renewing, and managing withdrawal of QHP and Issuers that offer these plans												
Asses current Partnership model				x	X							
Identify GAPS or enhancements required for AR Health Insurance Marketplace model					x							
Develop integration requirements with AR Health Insurance Marketplace model				x	x							
"In year" price management				x	X							
Renewal management				x	x							
Final approval / load to enrollment										x		
Financial Management, Risk Adjustment, and Reinsurance (option to use Federal Services) – The administration of premium tax credits and cost-sharing reductions, program integrity, financial management, risk adjustments and transition reinsurance.												
Research other state SBE models					X							
Assess other state SBE models					X							
Determine AR Health Insurance Marketplace direction for this activity						X						
SHOP - limited activity for FFE Partnership model - Small Business Health Options Program (SHOP) designed for businesses with 50 or less employees. Change in 2016 businesses with 100 or less employees												
Assess current Partnership Model				X								
Research other SBE states SHOP Models			x	X								
Conduct Alternative Analysis				X								
Ascertain SHOP Organizational Structure and Staffing numbers							x	X				
Determine AR Health Insurance Marketplace SHOP Model				x								
Identify GAPS				X								
Analyze staffing model							x	x	X			
Identify new business functions				X	X							
Collect functional requirements				X	x							
Assess Conversion activities					X							

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Develop Marketplace IT Solution RFP					X							
Issue Marketplace IT Solution RFP					x							
Procurement approval process					x	x						
Award Marketplace IT Solution						x						
AR Health Insurance Marketplace DDI							x	x	X			
Testing									x	x		
Training									x	x	X	
Organization and Human Resources – AR Health Insurance Marketplace has created a staffing plan that addresses competencies, roles and responsibilities for basic day-to-day SBE business.												
Assess the Partnership organization and human resources model			x	X								
Analyze other state SBE organizational and human resource models			x	X								
Define the AR Health Insurance Marketplace SBE organization and human resources model (includes organization for SBE and activity components)					X							
Develop organizational chart and staffing plan (Blueprint requirement through 2015)					X							
Identify GAPS					X							
Identify policy requirements				On-going	On-going	On-going						
Establish Inter/Intra-agency agreements							x	x	X			
Funding/Cost Estimates							x	x	X			
Develop roles and responsibility alignment					x	On-going	On-going	On-going				
Develop training							x	X				
Develop processes and procedures					x	On-going	On-going	On-going				
Implement new organization and human resource AR Health Insurance Marketplace model			On-going	On-going	On-going							

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Finance and Accounting – (no previous activity for FFE Partnership model)- Supporting the requirements for the Exchange to process financial transactions for individual enrollees of QHPs and payments and fees for Exchange Health Plan Issuers. The Marketplace has a long-term cost, budget, and management plan, monitors its finances, and is able to track its costs and revenues.												
Review preliminary SBE Finance and Accounting information												
Analyze other state SBE Finance and Accounting models												
Conduct Alternative Analysis												
Define AR Health Insurance Marketplace "to be" Finance and Accounting model												
Collect functional requirements												
Define policy requirement												
Develop process and procedures												
Develop funding/cost estimates												
Establish Inter/Intra-agency agreements												
Develop Marketplace IT Solution RFP					X							
Issue Marketplace IT Solution RFP					X							
Procurement approval process					x	x						
Award Marketplace IT Solution						x						
AR Health Insurance Marketplace DDI							x	x	x	x	X	
Testing									x	x	X	
Training									x	x	x	
Technology – Planning, designing, development and implementation of the AR Health Insurance Marketplace IT solution												
Review technology documentation developed for the Partnership Model and preliminary SBE work												
Assessment of technology documentation and current technical infrastructure												
Research others states SBE technology												
Identify GAPS												
Conduct Alternative Analysis												
Define the AR Health Insurance Marketplace												

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Collect technical requirements												
Identify policy requirements												
Develop Concept of Operations (ConOps)												
Develop Project Management Plan												
Develop funding/cost estimates												
Establish Inter/Intra-agency agreements												
Develop Marketplace IT Solution RFP					X							
Issue Marketplace IT Solution RFP					x							
Procurement approval process					x	x						
Award Marketplace IT Solution						x						
AR Health Insurance Marketplace DDI							x	x	x	x	X	
Testing									x	x	X	
Training									x	x	x	
Develop Marketplace IT Solution IV&V RFP									x	x	X	
Issue Marketplace IT Solution IV&V RFP												
Procurement approval process												
Award IV&V Marketplace IT Solution												
Privacy and Security - The AR Health Insurance Marketplace has established and implemented written policies and procedures and has all required privacy and security agreements in place according to the standards set forth in 45 CFR 155.260(a) – (g).												
Assessment of current privacy and security standards, policies and procedures				X								
Identify GAPS				X								
Develop Privacy and Security System plans												
Established and implement written policies and procedures regarding the Privacy and Security standards set forth in 45 CFR § 155.260(a)-(g).												
Complete ACA Health Insurance Exchange Privacy Impact Assessment (PIA)												
Establish Third-Party Security Test Plan												
Develop Plan of Actions & Milestones (POA&M) based on open risks, results of third-party assessment findings												

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Develop Information Security Risk Assessment document												
Develop Information Exchange Agreement (IEA) and submit to CMS												
Establish Inter/Intra-agency agreements												
Develop Interconnection Security Agreement (ISA)												
Develop ADA Safeguard Procedure Report (SPR) for IRS approval												
Perform System Certification and System Accreditation for Authority to Operate (ATO)												
Receive HHS approval for an Authority to Connect (ATC) to the Federal Data Service Hub (FDSH)												
Oversight / Monitoring/ Reporting- The written policies and procedures and tools and/or systems to perform routine monitoring and auditing of SHOP Marketplace activities, including fraud, waste, and abuse. Reporting performance and outcome metrics, Financial Integrity												
Assess current processes (AID, HHS, etc.)				x	X							
Assess current IT components that support this effort for the Partnership model												
Assess oversight/monitoring and reporting requirements for the AR Health Insurance Exchange												
Develop policies and procedures for performing routine oversight and monitoring of AR Health Insurance Marketplace activities												
Develop business process, policies and procedures for reporting instances of suspected fraud, waste, and abuse, including mechanisms for reporting the results of fraud, waste, and abuse investigations.												

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Define roles and responsibilities for individuals and organizations responsible for the oversight and monitoring (Marketplace, AID, DHS, etc)												
Develop a comprehensive training program for AR Health Insurance Marketplace personnel on common oversight and monitoring concepts, regulations and processes												
Identify performance and outcome metrics												
Develop timelines for collection and reporting of performance and outcome metrics												
Establish Inter/Intra-agency agreements												
Collect requirements for Oversight/Monitoring and Reporting activity												
Develop financial or accounting standards in accordance with generally accepted accounting principles (GAAP)												
Collect financial integrity requirements												
Developed policies and procedures that promote compliance with financial integrity requirements, including accounting, reporting, auditing, cooperation with investigations, and application of False Claims Act.												
Develop funding/cost estimates												
Develop Marketplace IT Solution RFP												
Issue Marketplace IT Solution RFP												
Procurement approval process												
Award Marketplace IT Solution												
AR Health Insurance Marketplace DDI												
Testing												

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Contingency Planning- Contingency planning for functionality that may not be available for initial "go-live" date of the State Based Exchange												
Assess current in house contingency plans (AID, DHS)												
Assess other SBE contingency plans												
Analyze AR Health Insurance Marketplace operational and technical contingency requirements												
Identify GAPS												
Collect requirements												
Establish Inter/Intra-agency agreements												
Develop Marketplace IT Solution RFP												
Issue Marketplace IT Solution RFP												
Procurement approval process												
Award Marketplace IT Solution												
AR Health Insurance Marketplace DDI												
Testing												
Re-Use- Re-use of other states SBE IT solutions and current AR systems to support AR Marketplace SBE												
Research other states SBE IT solutions			X	X								
Analysis on other states SBE IT solutions			X	X								
Assess current AR systems used in the Partnership Model			x	X								
Conduct Alternative Analysis												
Determine IT solution re-use for AR Health Insurance Marketplace SBE												
Establish Inter/Intra-agency agreements												
Develop Marketplace IT Solution RFP												
Issue Marketplace IT Solution RFP												
Procurement approval process												
Award Marketplace IT Solution												
AR Health Insurance Marketplace DDI												
Testing												

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Develop re-use documentation for other states					X							