Arkansas Health Benefits Exchange SBE Transition Committee
State Based Exchange Transition Planning Draft

October 8, 2013

BP Ref #	Exchange Functional Areas	Functional Definition	People/Organization	Process/Procedure	Application/Technology	Change Management

1.0	**Legal Authority and Governance –**
	 • **Decision-making authority**
	 • **Policy development**
		The State has enabling authority to operate an Affordable Insurance Exchange, including a SHOP. (Section 1 of Blue Print)	• Establishment of Exchange Entity
			   o Legislation/ Executive Order
			 • Establishment of Board Structure
			   o Number and types of individuals
			 • Appoint Participants
			 • Establish Participant Responsibilities
				• Asses FFE enabling authority and identify SBE GAPS
				 • Assess current Governance FFE Plan for SBE GAPS
				 • Develop SBE Governance Plan
				 • Submit letter of intent to transition to SBE
				 • Assess current regulations and legislation to identify SBE gaps (example: Authority to Generate Revenue)
						• Transition Plan from Partnership Exchange Model to State Exchange Model
						 • Decision on creating AR SHOP Advisory Committee

2.0	**Consumer and Stakeholder Engagement and Support Part 1 of 4 Stakeholder and Tribal Consultation Plans**	Communication and stakeholder engagement planning	• Assessment of current stakeholder and communication plans and processes • Identify SBE GAPS • Develop plan to fill GAPS			

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2.0	*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. Also assist with outreach and education. Navigator Program (Currently Federal Navigator with FFE) Non-Navigator Assistance Personnel Program (AR calls them IPA Guides) (no longer have with SBE – they would become navigators) Certified Application Counselors (CAC) currently licenses are processed through AID SBE will need to train, tracking monitoring and enforcement Agents and Brokers Web Brokers (if applicable)	• Identify current functions • Decide functions and additions for AR SBE • Assess current plans • Identify Gaps • Identify enhancements • Analyze and accommodate volume of IPAs statewide • Analyze and accommodate of state staff to support IPAs (2013 Lessons Learned) • Develop SBE Navigator** • Migration of Federal Navigators to the Guide Management system**	• Navigator/IPA evaluation/participation support/workflow • Develop SBE training tool** • 2013 Lessons Learned	• Assess current application and technology supporting Navigator/In Person Assister Program • Data conversion planning**	• Evaluate/establish the merging of Navigator and/or IPA training • 2013 Lessons Learned
2.0	*Outreach & Education Part 3 of 4*	Purpose is to increase the number of Arkansans with health insurance and gain public support of the Exchange.	• Assess current Outreach & Education plan • Identify GAPS between FFE and SME • Develop plan and materials to transition to SME • 2013 Lessons Learned	• Assess process to make updates to Outreach and Education** • 2013 Lessons Learned	• Assess current IT for enhancements • 2013 Lessons Learned	• 2013 Lessons Learned

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2.0	*Consumer and Stakeholder Engagement and Support* *Part 4 of 4* *Call Center* *no previous activity for FFE Partnership model*	ACA required the Exchange to provide for the operation of a call center to respond to requests for assistance by consumers; a call center that is accessible via a toll-free telephone number. Its primary purpose is to support the services provided through the Exchange website.	• Org Structure/Staffing numbers • Roles/Responsibility definition • Job definition/creation • Job Allocation Approval process • Job Recruitment** • Training** • Funding/Cost estimates • Define any non-state staff participants (if any) • Develop IT Solution RFP • Issue IT Solution RFP • Procurement Approval process • Award IT Solution	• Policy Requirements • Roles/Responsibility alignment • Process Definition • Procedure Definition • Funding/Cost Estimates • Inter/Intra-agency agreements	• Functional Requirement definition (Process definition) • Funding/Cost Estimates • Procurement process • Procurement Approval process • Design, Develop, Implement** • Training** • IT Support Staff definition, acquisition, and training • Call Volume Planning/Analysis • Call Center Knowledge Center**	• Facilities Planning

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3.0	*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.	• Analyze current eligibility and enrollment process
			• Assess eligibility and enrollment model changes from FFE to SBE
			• Identify GAPS
			• Determine reuse of current systems
			• Identify volume impacts with DHS staff
			• Alternative Analysis
			• Develop IT Solution RFP
			• Issue IT Solution RFP
			• Procurement Approval process
			• Award IT Solution
			• 2013 Lessons Learned
				• Assess current processes
				• Identify GAPS
				• Define the "To Be" business model
				• Determine AR enrollment support from DHS
				• Appeals Process (what/who/how)
				• Assess Conversion activities
					• Establish Enrollment module
					• Establish State Exchange Portal
						• Migration/transition from FFE Enrollment to the State Enrollment module
						  o Training
						  o Documentation
						  o Etc.

4.0	*Plan Management (Anticipate little or no change)*	Functionality to support the Exchange in acquiring, certifying, monitoring, renewing, and managing withdrawal of QHP and Issuers that offer these plans	• Analyze and accommodate additional staff impacts with state exchange • Assessment of current model to identify gaps and enhancements • 2013 Lessons Learned	• "In year" price management • Renewal management • "Final Approval" / Load to enrollment • 2013 Lessons Learned	• Integration with Arkansas Enrollment module • "In year" price management • Renewal management • "Final Approval" / Load to enrollment	• Little to no change • 2013 Lessons Learned
5.0	*Financial Management, Risk Adjustment, and Reinsurance (option to use Federal Services)*	• Administration of premium tax credits and cost-sharing reductions • Program Integrity • Financial Management • Risk adjustment • Transitional reinsurance	• Research and assess what other SBE are doing • Determine AR direction			

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6.0	SHOP - limited activity for FFE Partnership model	Small Business Health Options Program (SHOP) designed for businesses with 50 or less employees.	• Assess current processes • Identify gaps • Org Structure/Staffing numbers • Roles/Responsibility definition • Job definition/creation • Job Allocation Approval process • Job Recruitment** • Training** • Funding/Cost estimates • Define any non-state staff participants (if any) • Develop IT Solution RFP • Issue IT Solution RFP • Procurement Approval process • Award IT Solution	• Policy Requirements • Roles/Responsibility alignment • Process Definition • Procedure Definition • Funding/Cost Estimates • Inter/Intra-agency agreements	• Functional Requirement definition (Process definition) • Funding/Cost Estimates • Procurement process • Procurement Approval process • Design, Develop, Implement** • Training** • IT Support Staff definition, acquisition, and training	• Communications Planning/Delivery • Stakeholder Engagement • Consumer Education/ Communication • Available for Open Enrollment **

**Indicates work that would occur in the timeline under subsequent grant requests