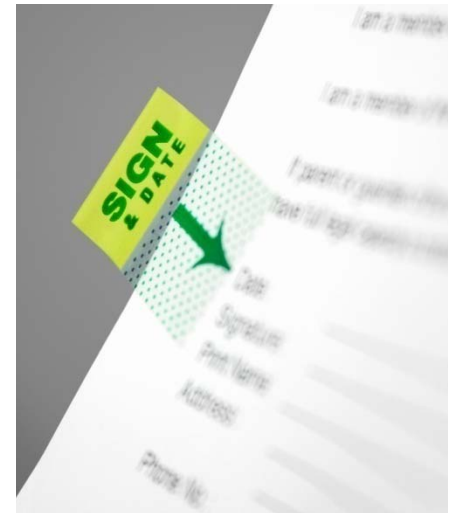
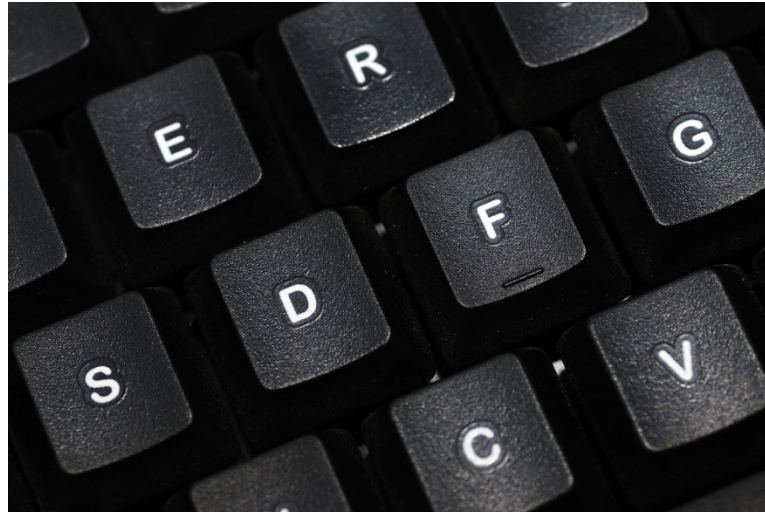


Florida Health Choices Board Meeting Overview

July 18, 2012



Agenda

- **Completed Objectives**
- **In Process Objectives**
- **Upcoming Objectives and Activities**
- **Timeline of Key Milestones**
- **Risk Management**
- **Questions and Answers**

Completed Objectives – As of July 03, 2012

Completed Objectives – Operational and Portal

- Contract with FHC for TPA Services Executed 5/29/2012
- Introductory Trading Partner Meetings held with DFS, ICHIP and Salter Mitchell 5/30, 6/4 and 6/6
- Baseline Solution Component Overview Sessions with FHC 6/5-6/7/2012
- Portal JAD Solutioning Sessions & Documentation with FHC 6/11–6/22/2012
- Developed high level approach to build 8/31 deliverables
 - Scope and Process Flows Validated with FHC
 - Wireframes (screen/functionality) Designed and Validated with FHC
- Platform and Portal 8/31 Deliverables Completed
 - Pathfinder login
 - FL Pathfinder landing page
 - FL Pathfinder ability to Register in order to Shop
 - FL pathfinder – shop for plans
 - Pathfinder creates a group
 - Browse for plans – Anonymous Pathfinder
 - Browse for plans – Anonymous EE
 - Pathfinder dashboard

Completed Objectives – Operational and Portal (cont.)

- Weekly Project Status Reports submissions to FHC beginning week of 5/29/12
- SharePoint site established and loaded with FHC project documents 6/14/12
- Initial meeting with Bank of America 6/14/12
- Preliminary Technology Solution Diagram submitted to FHC 06/15/12
- Program Complaints and Grievance review and comments submitted to FHC 6/15/12
- High Level Implementation Staffing Chart submitted to FHC 6/15/12
- High Level Project Work Plan submitted to FHC 06/18/12
- Vendor conference materials prepared and finalized 06/19 – 06/21/12
- Waiver Form sample and recommendations for short and long term use by FHC submitted 6/24/12
- Provided wireframes (screen/functionality design) for FHC review and finalization of content 6/26/12
- Created FTP site for receipt of DFS sample file for testing 6/26/12
- Participated in FHC Mini-Vendor Conference in Tampa on 06/28 - 06/29/12
- Agent/Pathfinder Dashboards, Florida Plans Tab, FAQ, About Us submitted to FHC 6/27/12
- Second session of WebEx Demo for Vendors scheduled for 7/10/12

In Process Objectives

In Process Objectives

- Continued refinement of JAD solutioning and documentation meetings for post 8/31 milestones
- Continued recruiting, hiring, and on-boarding of FHC Project Staff
- Continued development of more detailed versions of Project Plan and Technology Solution Diagram to FHC
- Continued creation and updating of process flows and screen design/functionality
- Establishment of FHC PO Box and 800 lines for FHC approval
- Continued planning for hosting URL and request for SSL certificate
- Finalization of Choice TPA License

In Process Objectives (Con't)

- Platform and Portal 8/31 deliverables
 - Plan Details
 - Compare
 - Browse
 - Shop
 - FL homepage
 - Pathfinder able to see employee rates of total premium
 - Pathfinder can select a contribution percent of employer selected plan

Upcoming Objectives and Activities

Upcoming Objectives and Activities

- Sign off from FHC on Agent/Pathfinder flow for 08/31/12
- Prepare inventory for Interim and Enterprise-wide Reporting, beginning 01/01/13, for Reports Schedule, Coordination and Control
- Xerox/CHOICE assurance of federal and state law compliant systems and operations for each milestone
- Finalization of process flows and wireframes (screen/functionality) configurations with FHC
- Prepare and Submit UAT plan with soft phase dates to FHC, beginning 7/24/12
- Prepare CCC operational documentation; including Scripts, Policies and Procedures, Training Plan and Materials for FHC review
- Establish Secure FTP sites for Vendor data exchanges

Timeline of Key Milestones

Timeline of Key Milestones

Implementation Date	High Level Milestones
July 1, 2012	Begin Group Health Products On-Boarding
July, 2012	Risk-Bearing Vendor and Health Product Certification (FHC) / Risk-Bearing Vendor and Dental Product Certification (FHC)
August 1, 2012	Begin Dental Products On-Boarding
August 31, 2012	Health Plan On-boarding – Health plans representative rates and benefits will be loaded for employers and brokers to review.
	Shop and Compare Preview – Brokers and employers will be able to access the Choice Portal, view the health plans available to them, and compare benefits and sample rates side by side.
	Broker Registration – Allows brokers to register with the Marketplace, verify their eligibility to participate (based on their licensing through Department of Financial Services), and review the functionality they will available to them through the Broker account page.
August 31, 2012	Insurance Agent Eligibility Determination
August 31, 2012	Small Group Health Products On-Boarding Complete
August 31, 2012	Insurance Agent Open Enrollment Period Begins August 31, 2012 Assumption: Agents will be able to register, verify they are eligible (per DFS records), and browse functionality and plans. They will not be able to enroll their group customers until October, 2012.

Timeline of Key Milestones

Implementation Date	High Level Milestones
September, 2012	Insurance Agent Training Sessions (FHC)
September, 2012	Small Group Health Products Integration Testing
October 1, 2012	Employer Registration and Employee Upload – Employers will be able to register on the Marketplace and upload employee information so that their employees can begin signing up for benefits.
	Employer/Employee Shop, Compare & Enroll – Employers will be able to shop, compare and choose health plan options for their employees and establish contribution amounts. Employees, once uploaded by their employers, will be able to shop, compare and enroll in health plan services for coverage starting 1/1/2013.
	Employer and Employee Manage My Account Preview – Employers and employees will be able to preview the functionality available to them beginning with their enrollment on 1/1/2013, including life event changes, viewing online billing, etc.
October 1, 2012	Inform Individuals of Other Public Health Care Programs Assumption: Basic links from the <i>CHOICE</i> Portal to the other public health care programs, customer contact center support Enrollment Management Systems Customer Contact Center operational Employer and Employee Eligibility Determination Individuals associated with an employer Eligibility Determination Financial Services for Employers and Employees Assumption: Calculate premiums, accept initial payments for January 1, 2013 coverage. No adjustments, aggregation or disbursement available until January 1, 2013. Financial Services for Individuals associated with an employer

Timeline of Key Milestones

Implementation Date	High Level Milestones
October 1, 2012	On-line Calculator
October 1, 2012	Risk-Bearing Dental Products On-Boarding Complete
October 1, 2012	Risk-Bearing Dental Products Integration Testing
December 2012	Enrollment Transmission to Vendors
January 1, 2013	Health Plan Coverage Begins – Coverage by health plans begins.
	Employer and Employee Manage My Account – Employers and employees can begin using the functionality of Manage My Account.
	Integrated Project Reporting – While individual reports are available from the individual systems beginning in October 2012, the integrated reporting through the data warehouse and Cognos, available January 1, 2013, provides integrated reporting across the project.
March 2013	Spanish Version of Marketplace
July, 2013 – December, 2013	Non Risk-Bearing Vendors and Product Certification (FHC)
	Non Risk-Bearing Products On-Boarding
	Individual and Family Plan (IFP) Health Product On-Boarding
	Individual Eligibility Determination
	Discount Plans Set aside
	Renewals

Risk Management

Risks Identified To Date

Monitoring aggressive implementation timelines for:

▲ Schedule

Managing schedule for 10/01/2012 go-live date

▲ Systems

Managing schedule for bringing both medical and dental online for 10/01/2012 go-live date

No specific risk has been identified at this point

● Customer Contact Center

● Operational Readiness

● Documentation

Legend: ● On target ▲ At risk ● Corrective action required

Questions? And Answers