

CCIIO-Wide War Room Notes 10.2.13 AM

Action Items

- Share QSSI dashboard with Alissa and Mike.
- Share group contacts for the cross-functional teams with all who are on this meeting invite.

Overview

- On-going issues: High capacity on the website, direct enrollment not working, VA system not connecting, Experian creating confusion with credit check information, residency issue has a script being developed for the 900 issues that occurred, and many agent-brokers have not signed up on EIDM.
- Resolved issues: Residency issue is fixed going forward, new account management process developed to handle workload created by furloughs, OH Navigators are now available, and privacy/security process for state reporting has been validated through its first use by RI.
- Cross-functional teams have been organized to address different buckets of issues, such as Premium Discrepancies, and this meeting will be one way that current issues are directed to those teams. The teams will also be expected to report back to the War Room about the resolution of issues they have been provided.
- Agent-broker helpdesk, lists of agent-brokers for states, and registration of agent-brokers in EIDM are discussed.
- 6 enrollments have occurred so far with 5 different issuers.

CIRT

Capacity- Still high capacity on the website and having EIDM issues. They added more servers overnight. OIS is working on it.

Direct enrollment- (signing up directly on an issuer website) is not working for any issuers, so OIS is diagnosing the problem and looking at short and long-term solutions.

VA- VA system is down, but looking to connect it back up. Important for APTC verifications- when the FFM can't get an electronic verification, it asks for a self-attestation. The data sent over right now is always correct, but it is not always sent over (no incorrect data is being submitted).

Experian- It is still being worked on- RI was cross-validating credit checks. Experian has a slow helpdesk we are helping them with.

PM (standing item)

HIOS notice re data changes – Went out yesterday.

HIOS call today- It is on for today. 3 announcements for issuers, and Carlos will be joining.

Account management- Account managers largely furloughed, so LMI is setting up a dedicated line to take calls and triage information.

Process: Data/IT questions will go to XOC, and policy questions will go to ROs if they have answers to take on a collection of issuers, and if it is an issue that does not have a JIRA ticket/ has not been answered, it will go to a CCHIO SME to answer it.

Eligibility and Enrollment

Residency Fix – Residency issue will be fixed going forward. Problem ID: There were 6 servers, and 4 of them didn't have the right production data.

Notices Issue- The notice you would get wouldn't save, so it would be different later on in your sign-up process. Still being fixed.

CHIP- Need more data to determine if CHIP determinations are happening correctly. Will keep reviewing the data today.

MIDAS- Should be getting report-outs from MIDAS soon. Talking to OIS to learn more about them. The data transfer went fine; it didn't go fine when matching up with Cognos. The data surprised Cognos (null fields where they didn't expect it), so dashboards didn't populate. CACI is working on fixing it. SMEs being pulled in to look at the data and help advise CACI on fixes. As of midnight last night, they did pull HUB data in.

Statistics coming in- QSSI has a daily dashboard created every night. First one last night.

6 enrollments/834s spread across 5 issuers. No failures. TAIs (functional group acknowledgement) and positive 999s back on all 6 enrollments. Issuers include BCBS NC, BCBS Kansas City, and CareSource. Healthcare Service Corporation had the 2 enrollments.

HUB activity doesn't get into the substance of the enrollment, so we don't know if any of them would be getting subsidies.

Submitted applications increasing (about 300) and CHIP applications are occurring. A bunch of QHP eligible people as well.

It would be worth tracking the first SADP successful enrollment as well. The dashboard can be shared; they do have not only the name of the issuer but also the Issuer ID on the spreadsheet. If someone can review dashboard for specifics, that would be helpful.

Action Item: Share QSSI dashboard with Alissa and Mike.

Agent-Brokers- The agent-broker helpdesk, list of agent-brokers for states, and registration of agent-brokers in EIDM are discussed.

Remedy Access- Working on Remedy access for Agent-broker helpdesk- may be up by end of day. Booz Allen Hamilton is helping us to expand this helpdesk because we did not plan on having a large one.