QHP War Room Notes 10.28.13

Action Items
- Carlos to provide feedback on the submission window timeline to PM.
- Elijah to work with DFC to see if the 81 plans that are not in the QC file were part of the "testers" group.
- Carlos to follow up regarding the Help Desk report and whether additional PM individuals could begin receiving this information.

Status of certification post-weekend work/progress on extract and data refresh (OIS):

The deployment that was scheduled for Saturday was moved to Friday night. Because of this, the OIS team was not able to get into this earlier deployment schedule and is now looking at the data refresh deployment occurring on the evening of 10/29 (Tuesday).

Certification suppression updates. Perhaps due to a misspelling in "not recommended," there are errors in the certification suppression data (this misspelling was not recognized in the system and it is not updating accurately as a result). At this time, the correction has been made in the file to correct the spelling error and OIS needs to re-run the update script in the system.

Lourdes noted that Duty First's reviews said that there were no issues, but Elijah explained how the file they were performing their reviews from (a file from Sandeep/CGI) could also be incorrect. Carlos noted that 81 plans were not in the system. There was agreement that PM should investigate which plans are included in this group of 81. Elijah will work with DFC to see if these 81 plans were part of the "testers" group.

Carlos noted that these issues should be corrected and then updated in the next deployment schedule, which is to take place tomorrow night.

LMI didn't receive an extract this morning because the production environment was down all day on 10/27.

Updates on URRT issues:

Milan noted that FM is set with PM going into final production.
Dennis informed the group that OG received the list of QHP issuers from PM over the weekend. OG is finishing up making sure that there is a URRT for every issuer and that it's in a final status.
Lourdes: *Is there anything else PM need to do to get this information into the E&E production environment?*

Dennis noted that there was originally a CR to refresh the data, but that this refresh has been put on hold so that multiple "refreshes" may be performed at the same time.
Carlos confirmed that the refresh has not happened yet.

Submission window timeline (OIS):

Carlos has not heard any updates regarding the timeline, but he will be looping back with others in OIS to seek further input.

Part of Kirk's concern relates to handling the situation that would arise for those individuals who have already enrolled in coverage/plans. The group agreed that as much as possible should be fixed before January 1st and when enrollment takes effect.

PM has been unable to get an extract of the "problem plans." Absent having a working MIDAS interface, PM has no choice but to ask for a working extract from OIS.

During the afternoon of 10/29, PM is meeting with Kirk and Monique to discuss the timeline further (perhaps in addition to a discussion that occurs on 10/28).

Carlos to provide feedback on the timeline to PM.

QHP landscape update (Amanda)

PM is on hold regarding the landscape update until the latest extract gets to LMI. Issuers have had questions as to why the landscape is not displaying the most recent information. DFC and Impaq are ready to do the QA once LMI updates the landscape.

Responding to Hill/media inquiries re limited choice in FFM (Mike) – see *NYTimes* article attached to agenda items

Related to the *NYTimes* article, Mike described a general concern of PM: getting to the point where the website is functioning properly and individuals begin to select plans; the media attention will follow individuals to plan selection and their ultimate choices; and, in some cases, there will be fewer options than would be desired to promote consumer choice and an ideal shopping experience. Additionally, in some cases there will be relatively high-cost plans.

If PM hasn't started thinking about this, it should. We are 2 – 3 weeks out from this period when the spotlight will kick back to PM regarding plan selection.

Gina noted that Amanda and Anthony are going to come up with a proposal re: this concern of Mike's. LMI does not have the capacity to move its related landscape analysis forward while it is working on the alternate workflow project. However, LMI has produced the beginning of

some of this for the analysis that PM had provided to ASPE. The alternate workflow project should be wrapped up in a few weeks so LMI should be able to pick this up at that time. Regarding this additional landscape analysis that LMI will be turning back to in a few weeks, Mike noted that he envisioned it being similar to the Medicare Advantage landscape that has traditionally provided a plethora of analytic tables with an eye toward helping consumer advocates/reporters/staffers understand what an individual's ultimate plan options are (and so s/he will not have to perform the number crunching on his/her own).

Other:
Last week, Lourdes requested that individuals begin receiving the daily Help Desk report. This would provide helpful information, including the standard report from XOSC (stats/trends) and another tab that has details regarding the number of tickets that were submitted (by key categories). Lourdes asked if OIS could please provide an update on this. Kristy forwarded an email to Carlos so that he could look into this further.