

# Health Care Reform Update: Health Care Oversight Committee

Robin J. Lunge

Director of Health Care Reform

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VERMONT HEALTH REFORM



# Agenda

- Federal “Co-op” Program
- Federal Submissions
  - Level II Grant Application
  - CMS Transition Plan
  - Intent to Operate a State Based Exchange
- Operational Planning & Project Management
- Vermont Health Benefit Exchange: public & small business forums

# Co-op Program

- Final compromise on the “public option” in the Affordable Care Act
- Member-owned insurance company
  - Confidential federal approval process
  - Application submitted & approved for Vermont
  - Feds provide start-up funds for reserves, which must be repaid
- State regulatory process to follow
  - Licensure & solvency

# Federal Submissions

- Exchange Level II Grant Application
  - Submitted June 28<sup>th</sup>
  - See separate summary of content
- CMS Eligibility Transition Plan
  - Submitted June 28<sup>th</sup>
  - Agatha has copy of complete plan (57 pages)
- Letter of Intent to be a State Exchange
  - Submitted last week to CCIIO

# Feedback from CClIO: Planning Review

- “Vermont has made steady progress in its planning efforts in all core Exchange implementation areas. By placing the Exchange within the Department of Vermont Health Access (DVHA), Vermont’s Medicaid agency, Vermont has also successfully been able to leverage existing state resources for certain Exchange functions, including financial management, IT project management, eligibility support, plan management, and consumer assistance. “
- “In addition, Vermont has made progress in defining the information technology (IT) policy for its Exchange. Vermont plans to leverage Oregon’s Oracle-based Exchange platform solution and is collaborating with Oregon to reuse as much of their architecture configuration as possible.”
- Obvious challenge: federal timeline
- Key Next Steps with CMS
  - Provide a timeline for completing the project artifacts which support the key decisions and requirements of the initiation, planning and concept phase of development. Submitted documents will include a Concept of Operations that includes the State’s scope and vision for a shared eligibility service.

# Exchange Operational Planning

- Policy
  - Legislation – done
  - Rules – in progress
- Operations
  - Process Vision to bridge policy & operations - done
  - Operational Model – in progress – Concept of Operations document for CMS
  - Business Requirements – in progress
- Technology – to do

# The Tree Swing



How the customer explained it



How the project leader understood it



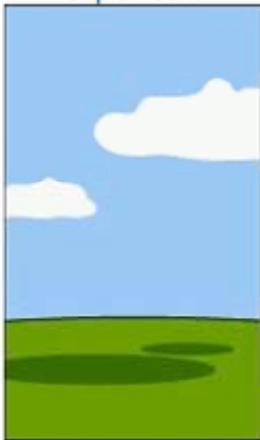
How the engineer designed it



How the programmer wrote it



How the sales executive described it



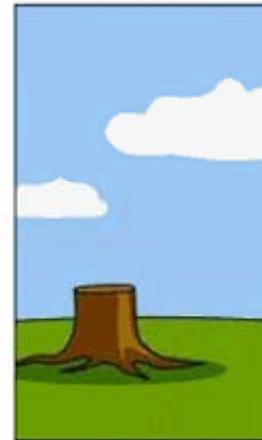
How the project was documented



What operations installed



How the customer was billed



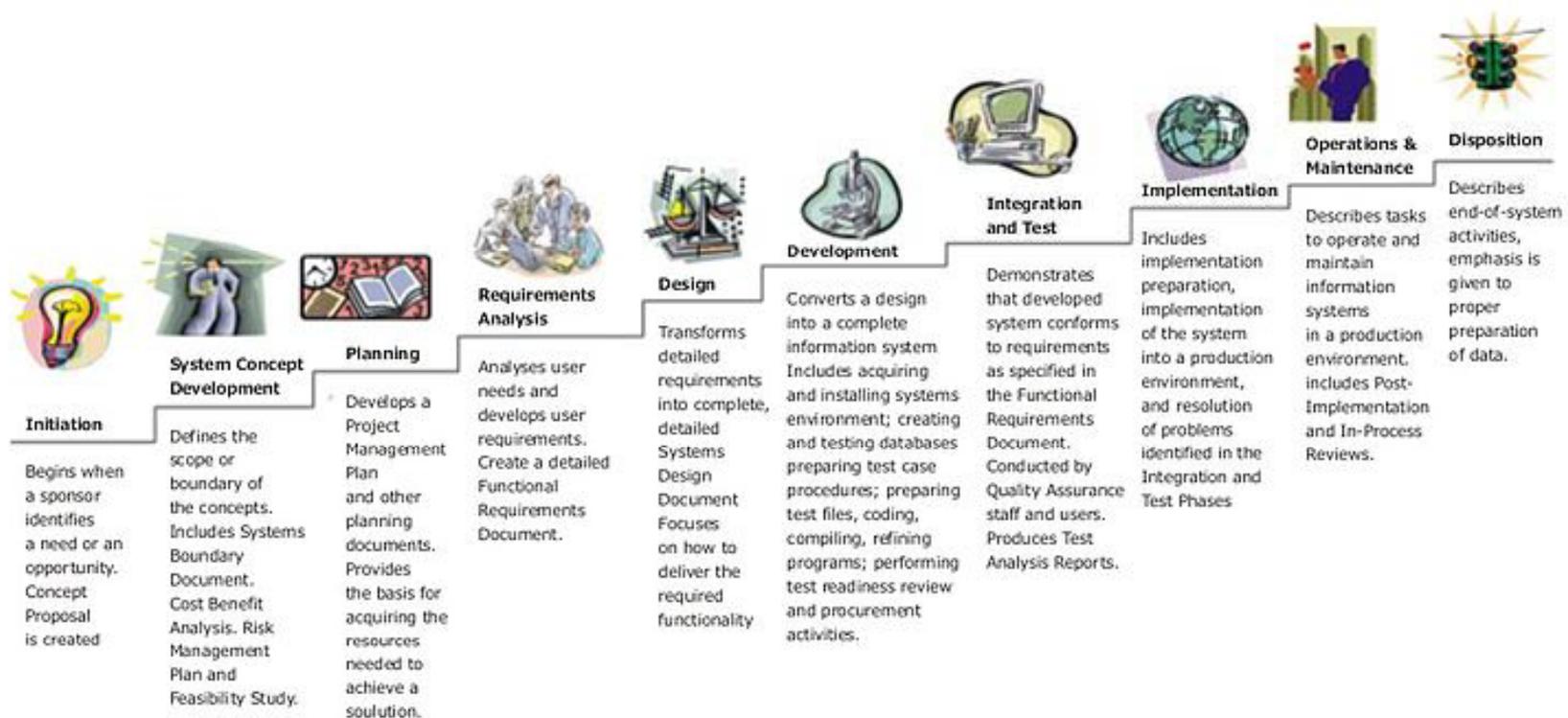
How the helpdesk supported it



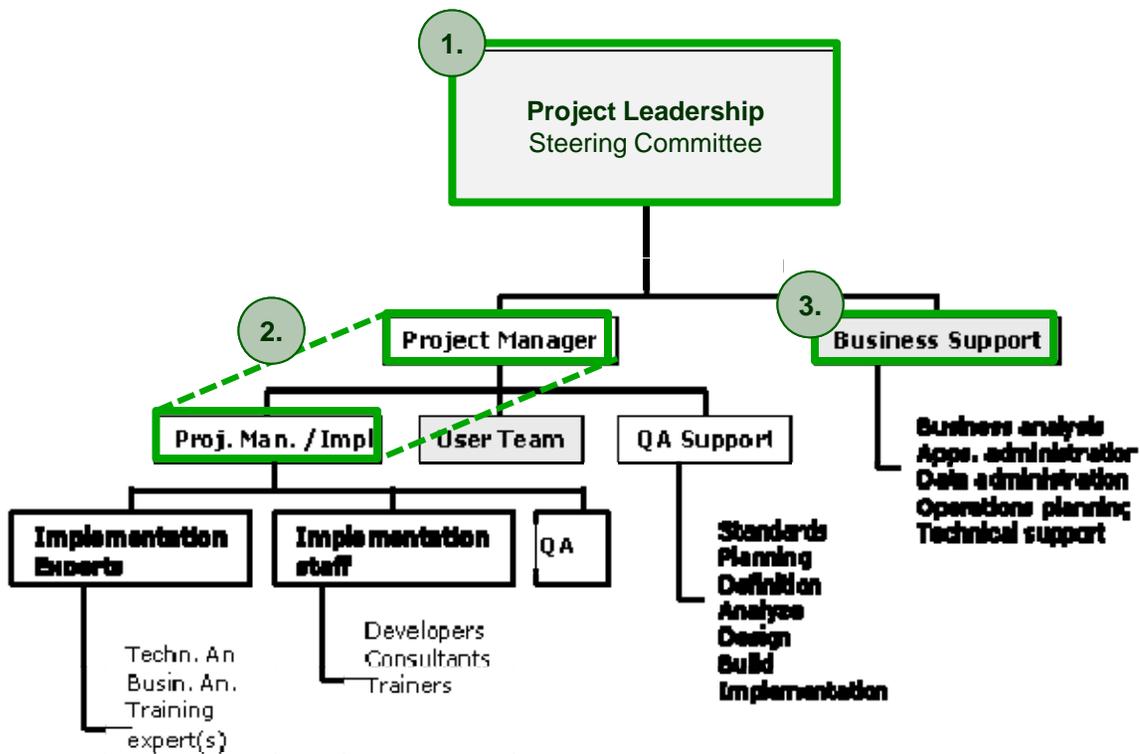
What the customer really needed

# Key Project Activities

## Systems Development Life Cycle (SDLC) Life-Cycle Phases



# Project Roles



**█** Are definitely with the Organisation  
**□** May, or may not be with the Organisation

## 1. Executive Management

- Accountability for the success of the project;
- Resolving decisions;
- Resolving project resource allocation conflicts;
- Providing strategic direction and plans - Sets priorities;
- Final approval of all deliverables;

## 2. Project Manager

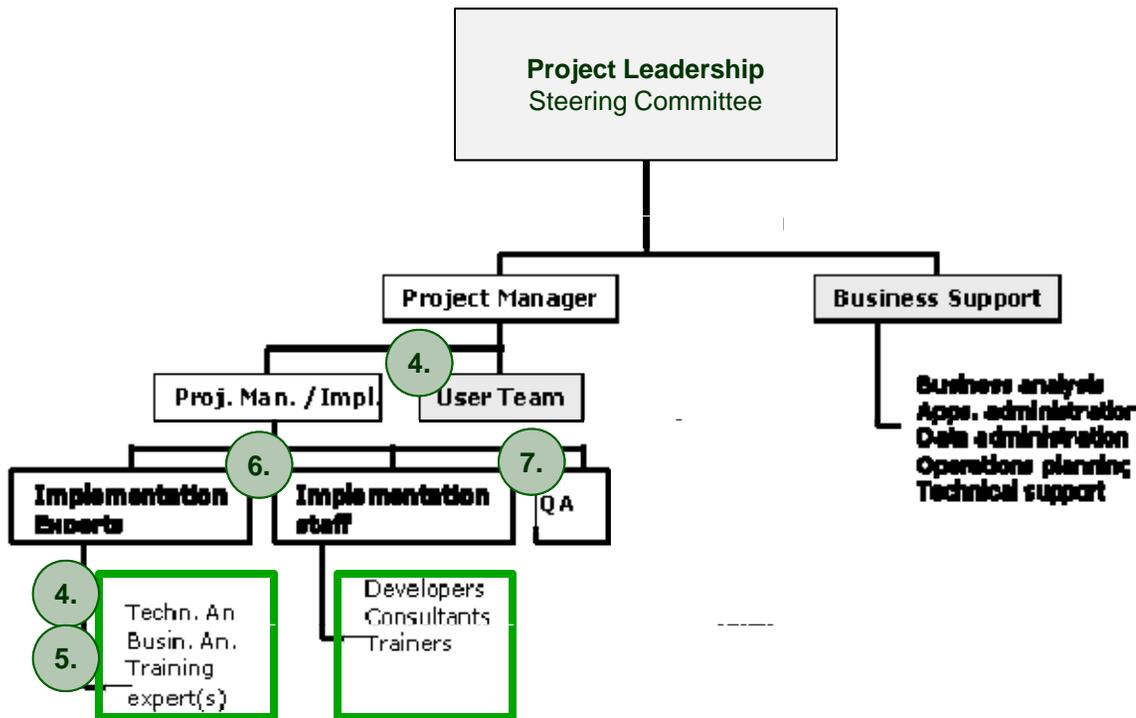
- Overall responsibility for the success of the project
- Facilitates communication
- Ensuring deliverable standards;
- Preparing project plans, schedules and budgets;
- Managing/monitoring contractors;
- Preparing/presenting project status reports (referring to the whole project);
- Preparing/monitoring issues, change requests; requests for decision;
- Quality assurance and signing-off of all deliverables;
- Managing final acceptance testing.

## 3. Business Support

- Advisors are to be included as appropriate by the Project Manager to assist with particular technical, architectural and/or business requirements and direction, in one or more of the following areas:
- Business analysis;
- Application architecture (if applicable);
- Data administration (if applicable);
- Operations planning and support;
- Technical support (if applicable).
- Legislative change (if needed)

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# Project Roles (continued)



**■** Are definitely with the Organization  
**□** May, or may not be with the Organization

## 4. Business Analyst/User Team

- Defining business requirements;
- Major contribution to the detailed analysis deliverable;
- Understanding the Organization's business requirements and providing direction;
- Ensuring business/technical (IT) integration (if applicable);
- Support user testing;
- Participating in all SDLC phases.
- Giving recommendations on organizational change management.
- Appropriate reviewing of project deliverables;
- Major contribution to user documentation and testing plans

## 5. Technical Analyst(s)

- Major contributing to the detailed design deliverable;
- Assisting with logical data model;
- Preparing the physical data model;
- Coordinating system testing.

## 6. Implementation Staff (Developers, Consultants, Trainers, etc..)

- Major contributing to the system build deliverable;
- Conducting unit testing (if applicable).

## 7. Quality Assurance

- Conducting internal deliverable quality reviews prior to delivering
- Reviewing and approving all deliverables.

# Exchange Project Management

- Fairly new project management office within state government
- Enterprise Executive Committee
  - Lunge, Larson, Oliver, Yacovone, Boes
  - Steering Committee – cross-agency staff
  - Program Director: Angela Rouelle, CIO of AHS
  - Team Leads for each Project
    - Business Lead
    - Project Manager
    - Technical Lead

# Exchange Outreach & Education

- Public and business forums focused on the Exchange
  - 6-8 locations around the state
  - Determining dates & sites now – late summer/fall
- Existing opportunities
  - Several annual meetings
- Request a speaker
  - <http://www.dfr.vermont.gov/insurance/insurance-consumer/request-speaker>