

New York Health Benefit Exchange

Detailed Blueprint Summary for 9.4.9 CSC-MAXIMUS Integrated Report October 26, 2012

<u>Item Number</u>	<u>Topic</u>
9.4.9	CSC-MAXIMUS Integrated Report

Version Number	Modified By	Revision Date	Description of Change
1.0	Peter DiLillo	10/24/2012	Updates as requested by CCIO from CMS Design Review on 10/9/2012 and 10/10/2012

9.4.9 Performance Metrics

New York Health Insurance Exchange (NY-HX) Project

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		10152012	10192012

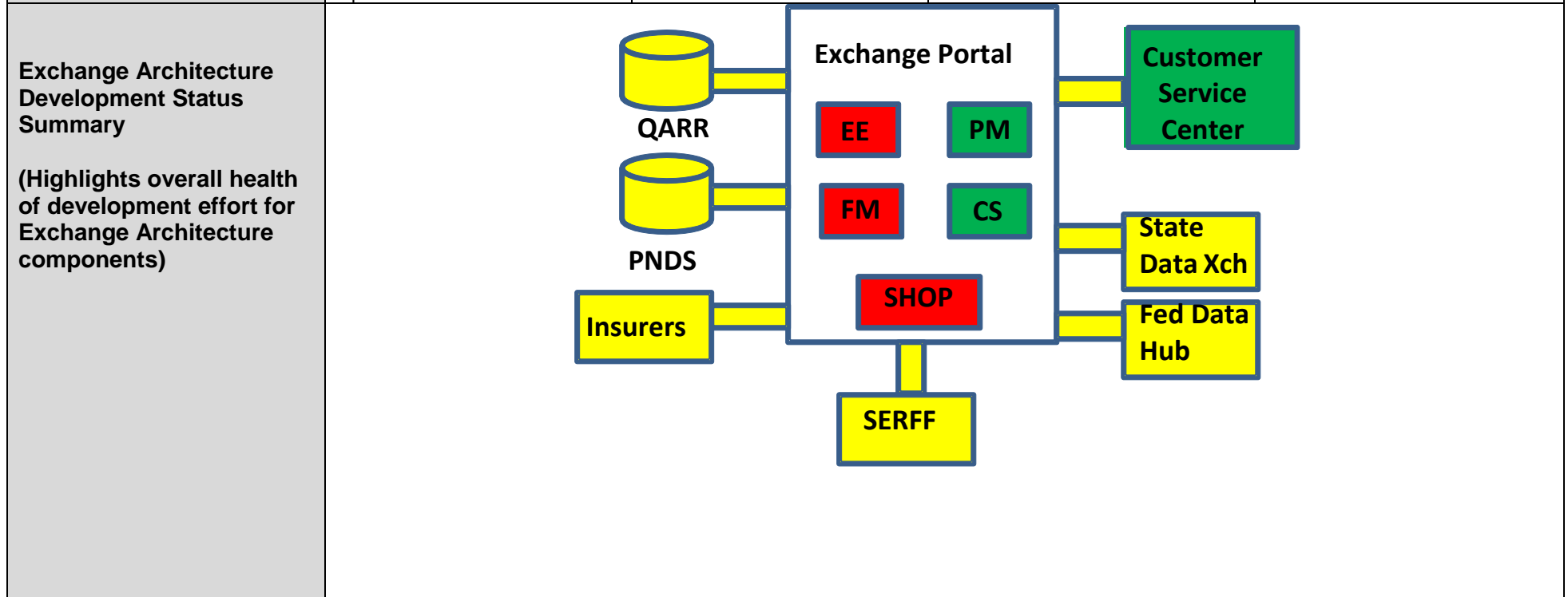
Project Attribute	Scope	Schedule	Resources	Quality
CSC - Status	● - Y Trending->	● - R Trending-> ● - Y	● - Y Trending-> ● - G	● - Y Trending-> ● - G
CSC - Assessment Summary	<p>CSC received approval to proceed with impact assessments for six change system requests (CSRs)</p> <p>Delivered RTM to Congosante for initial quality review. Additionally, conducted a walkthrough of the RTM documentation</p> <p>An additional walkthrough with the State will occur for content review and formal approval process prior to CSC transmittal and submission</p>	<p>2nd NY-HX critical path milestone scheduled for 11/5 (SHOP) is on schedule and is in the testing phase</p> <p>3rd NY-HX critical path milestone scheduled for 12/1 (FM vendor selection) is at risk</p> <p>4th NY-HX critical path milestone scheduled for 12/7 (EE acceleration S1 Unsubsidized family) is on track</p> <p>The team has identified all widgets by User Stories that are related to each Scenario. Estimates for every widget have been completed, and the team will be reviewing with the State, modifying as needed, and publishing the updated IMS</p>	<p>Current October to-date metrics are approximately 88% of total projected staff. One resource started this week, and an additional two resources are scheduled to start next week</p>	<p>CSC has continued to participate in the CMS Design Review actions as part of the accelerated certification process</p> <p>CSC sent the results of hX Stack testing to the state and will plan to review</p> <p>Team is standardizing the SDLC templates for the program. Upon review by CSC, DOH, and Cognosante management, they will be rolled out in an all hands meeting – tentatively planned for next week</p>
MAXIMUS - Status	● - G Trending->	● - G Trending->	● - G Trending->	● - G Trending->
MAXIMUS - Assessment Summary	Decisions regarding the mail room systems functionality as well as the tracking of documents and work tasks were made on 9/5 by DOH. MAXIMUS will be	MAXIMUS implementation schedule has been developed and key Systems and Operational dependencies have been identified.	Appropriate MAXIMUS resources have been engaged for initial implementation planning activities. MAXIMUS continues to onboard additional Systems staff in October	

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	responsible for the build, modifications and integration of these artifacts. In addition, MAXIMUS will be responsible for providing the CRM solution and KMS solution for the Contact Center and Back Office Operations.		to begin working on the MAXIMUS/CSC Technical track responsible for designing the MAXIMUS/CSC System Integration.	
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CSC- EE and SHOP are progressing according to the NY-HX Critical Path Milestones but will remain RED until the IMS is reviewed with the State and formerly republished. A lot of progress has been made in both Tracks, as well as progress completed in quantifying and estimating work effort

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associated to every widget for every user story for every scenario. The team will be meeting with the State to review this information prior to publishing the IMS.

FM is at risk for the 12/1 date of a FM Vendor Selection. The State has been working with KPMG to determine a build/buy decision, and also approved Change System Request #25 for CSC to provide an assessment for the work associated to a build/buy decision.

1 Project Issues/Risks/Decisions

1.1 Key/Active Project Risks

Risk No.	Above Arch Ref	Priority (Low, Med, High)	Detailed Description	Risk Impact Assessment	Mitigation / Contingency Strategy	Initial Risk Impact Level (Low, Med, High)	Risk Type
CSC							
N/A							
MAXIMUS							
N/A							

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1.2 Key Open Project Issues

Issue No.	Above Arch Ref	Priority	Detailed Description	Business Impact	Proposed Resolution	Due Date																								
I-516	EE, SHOP, FM	High	The program does not function with Consistency, Standardization, and Integration across Sprint team.	Rework, inefficiencies, and negative project impacts.	<div>Provide Updated Procedures for Standardization Across Scrum Teams While Leveraging DOH SMEs and SIS Resources</div> <table><thead><tr><th>Action</th><th>Status</th><th>Owner</th><th>Due Date</th></tr></thead><tbody><tr><td>Scrum Masters Review and Recommend Changes</td><td>Completed</td><td>Ralbovsky, Russell</td><td>8/3/2012</td></tr><tr><td>Shore Up Contract With SIS</td><td>Completed</td><td>Simonsen, Mark</td><td>8/15/2012</td></tr><tr><td>Reaffirm Sprint Team Roles and Responsibilities</td><td>Completed</td><td>Simpson, Ned</td><td>8/24/2012</td></tr><tr><td>Addition of Business Architect to Team Compliment</td><td>Completed</td><td>Moran, John</td><td>8/31/2012</td></tr><tr><td>Identify, document, and review with DOH and Cognosante the team processes and procedures for tracks of work. Deliver as part of an All Hands team meeting during the week of 10/21/12</td><td>In Progress</td><td>Moran, John</td><td>10/24/2012</td></tr></tbody></table>	Action	Status	Owner	Due Date	Scrum Masters Review and Recommend Changes	Completed	Ralbovsky, Russell	8/3/2012	Shore Up Contract With SIS	Completed	Simonsen, Mark	8/15/2012	Reaffirm Sprint Team Roles and Responsibilities	Completed	Simpson, Ned	8/24/2012	Addition of Business Architect to Team Compliment	Completed	Moran, John	8/31/2012	Identify, document, and review with DOH and Cognosante the team processes and procedures for tracks of work. Deliver as part of an All Hands team meeting during the week of 10/21/12	In Progress	Moran, John	10/24/2012	10/24/2012
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MAXIMUS																														
N/A																														

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1.3 Key Decisions

Decision Request No. (if applicable)	Status (Approved/Pending/Cancelled)	Decision Description	Implications (Project, Business, Contract, etc.)
CSC			
N/A			
MAXIMUS			
D-2012071201	Approved	Number of locations/sites for NY HX Project	DOH has decided that a two-site option would be ideal, need to begin planning process for space needs
D-2012083001	Approved	MAXIMUS will own inbound Mail Room functionality and material fulfillment.	
D-2012083002	Approved	MAXIMUS will be providing the infrastructure and systems required for the back office workflow including document tracking and processing capability.	
D-2012083003	Approved	CSC will be responsible for developing the user interface screens for the Contact Center and Back Office Operations data entry into the HX solution.	

2 Project Status

2.1 Accomplished this Period

Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
CSC			
Continue to support CMS certification process	10/09/2012	10/26/2012	

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Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Solution Track	9/28/2012	12/31/2012	<ul style="list-style-type: none"> Notification Framework - started building core functionality for all types of notices Infrastructure – conduct environment and capacity planning Security - Met with IRS and set up schedule for remaining work to complete requirements for solution / certification - ongoing FFE Hub - Meeting schedule with CMS to begin planning for testing secure connection to FFE hub CMS - Installed Magnolia product and conducted internal testing Completed POC testing for approved solution framework
Eligibility and Enrollment Track	9/24/2012	Ongoing	<ul style="list-style-type: none"> Continued development of Scenario 1 for the Accelerated track (20% completed) Began integration of Plan Management interface with the Plan selection page Started development of user stories needed to support the development of the accelerated track Completed third EE work session with DOH - discussed account log in/creation, building of the household, addresses Produced the Alaskan Native/Native American work product and submitted to DOH for review Continued test scenarios and test script development for scenario 1
Financial Management	10/8/2012	Ongoing	<ul style="list-style-type: none"> Reviewed requirements and created Epics and User Stories Transferred 8 Epics to oversight per Mara McCoy Discussed moving all tracks' reporting/notices to Oversight track (pending)
SHOP Track	10/8/2012	Ongoing	<ul style="list-style-type: none"> Finished creating SHOP Scenarios - 12 in total Validated that all SHOP User Stories are tied to the 12 Scenarios Completed development review for SHOP Scenario 1 On target for completion of 11/5/12 for SHOP scenario

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Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Plan Management Track	10/1/2012	Ongoing	<ul style="list-style-type: none"> Completed the Exchange Validation Portal including the "To Do List" and "Search Plans" functions. Gave demonstration to Product Owner and incorporated feedback into the finished product Began to work on the Issuer Portal (pending scope change approval) Began to create the process to receive quality data from QARR (pending scope change approval) Continued testing the Medicaid data Started initiation of web service interfaces with SERFF for processing QHPs
Customer Service Track	10/8/2012	Ongoing	<ul style="list-style-type: none"> Continued to identify and draft Customer Service scenarios. Completed final list of 7 scenarios for Customer Service Assigned priorities to the scenarios to allow the planning of development work Development team completed the widget estimate for Customer Service User Stories and estimated level of effort
Interface Work	10/15/2012	Ongoing	<ul style="list-style-type: none"> Reviewed E&E interface requirements and worked to consolidate requirements, comments and priorities into the master interface spreadsheet. Conducted Peer review and updated the PNDS Interface Control Document (ICD) Met with PNDS to coordinate development and test activities Developed draft interface survey questionnaire Started working on interface plan and schedule
Continue building out IMS	9/27/2012	10/26/2012	
MAXIMUS			
Volume/Staffing Analysis	10/15/2012	10/19/2012	Completed final volume/staffing analysis and reviewed with DOH.
HX Policy/Fall Out Track with DOH	9/15/2012	12/1/2012	Reviewed questions from Customer Service Sprints during the meeting period.

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Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
CS Development Support Sessions	7/11/2012	10/21/2012	Completed the Customer Assistance Scrum with CSC.
June-August Task Order	10/1/2012	10/19/2012	Revised June-August Task Order based on DOH feedback and submitted to DOH for final approval.
September-October Task Order	10/1/2012	10/19/2012	Revised September-October Task Order based on DOH feedback received for June-August Task Order.
Define Customer IEE/SHOP Roles Re: Technology for MAXIMUS and CSC	6/21/2012	10/31/2012	Discussions between CSC and MAXIMUS were conducted. MAXIMUS is working on data and UI needs for the Back End Operations to be used in future sessions. Additional meetings between CSC/DOH and MAXIMUS were conducted regarding systems functionality with the intent to determine roles and responsibilities. The MAXIMUS system team continues to evaluate the interface requirements necessary to support the operational models that are being developed for the back office operations.
MAXIMUS/CSC Systems Integration	10/4/2012	Ongoing	MAXIMUS and CSC technical management met to discuss the technology that will be utilized to support the integration between the MAXIMUS systems components and the CSC developed Exchange platform. The expectation is that these meetings will continue on a regular basis to insure a successful technical integration.
Recruitment/Hiring	6/29/2012	Ongoing	Implementation Team members being phased in as appropriate. Recruitment and interviewing continues for Call Center Manager, HC Director, PMO Manager, Systems Analysts, Senior Developer, Development Manager and Business Analysts. A Systems Analyst/Programmer was hired and began on 10/17/12 and a Senior Facilities Manager was hired and will start 10/22/12.
Scenario Development	10/4/2012	10/31/2012	MAXIMUS completed the work around developing indexed tracking requirements to map the use cases (scenarios) to the user story requirements developed in Sprint Zero. The scenarios will be used for end-to-end process testing. Discrete stages of use case scenarios will be analyzed to determine application screen design requirements and to produce functional requirements that can be decomposed into development tasking.

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Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Customer Relationship Management (CRM) Solutions	10/15/2012	10/19/2012	Finalize CRM product selection.
JAD sessions to support the development and modification of the MAXIMUS systems artifacts	9/24/12	10/31/12	Ongoing JAD sessions will focus on discrete workflow functions and will produce requirements suitable for SRS inclusion and development activity.
Initial IVR Flow and Requirements	9/8/2012	10/19/2012	Completed development of the draft IVR flow and the systems requirements for the IVR. Submitted for internal review.
Facilities	7/2/2012	Ongoing	Continuing to conduct real estate surveys to determine potential sites. Preparing for occupancy of temporary space for core team members.
Staffing Assessment	7/18/2012	Ongoing	Adjusting staff requirements based on high level position break down of HX model and Enrollment Center
Requirements Traceability Matrix (RTM)Development	8/1/2012	12/4/2012	Initial draft of RTM completed

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2.2 Planned for Next Period

Key Task Status Summary	Scheduled Start Date MM/DD/YYYY	Scheduled Finish Date MM/DD/YYYY	Status Comments
CSC			
Continue to support CMS certification process	10/9/2012	10/26/2012	
Continue Solution Track	9/28/2012	12/31/2012	<ul style="list-style-type: none"> Notification Framework – continue building core functionality for all types of notices Infrastructure – continue environment and capacity planning Security – Continue sessions with CMS/IRS on security schedule FFE Hub – Continue sessions with CMS on testing secure connection to FFE hub
Continue Eligibility and Enrollment Track	9/24/2012	Ongoing	<ul style="list-style-type: none"> Continue development of both the accelerated and sprint track user stories Continue integration of Plan Management interface with the Plan Selection page Continue development of documentation to support development and testing Continue development of test scenarios and scripts for scenario 1 Conduct EE Work session 4 with DOH
Continue SHOP Track	10/08/2012	Ongoing	<ul style="list-style-type: none"> Begin testing hCentive 'out of box' test cases Prioritize Scenarios with team Continue to review progress for 11/5/12 hCentive SHOP with NY Plan Data in hX stack
Continue Plan Management Track	10/01/2012	Ongoing	<ul style="list-style-type: none"> Complete the Issuer Validation portal and provide demonstration to Product Owner Complete process for receiving quality data from QARR (pending scope change approval) Continue work on the web service interfaces with SERFF for processing QHPs

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Continue Financial Management Track	10/15/2012	Ongoing	<ul style="list-style-type: none"> Continue to review requirements Demo of hCentive/Healthation interface used in Colorado for SHOP premium (pending scope change approval)
Continue Customer Service Track	10/15/2012	Ongoing	<ul style="list-style-type: none"> Identify the subject areas for the Customer Service conceptual data model Begin work on creating the wireframes that identify the Customer Service structure
Continue Interface Work	10/15/2012	Ongoing	<ul style="list-style-type: none"> Continue interface prioritization Complete PNDS Interface Control Document (ICD). Intent is to use it as a sample ICD Continue PNDS development and test activities Review draft interface survey questionnaire with DOH Complete initial interface plan and schedule Define/document Interface Agency Coordination Approach
Continue release/build plan and IMS build out	9/27/2012	10/26/2012	
MAXIMUS			
CS Development Session	9/25/2012	12/1/2012	Continue to develop sprint sessions to support all back office and customer support functions across the enterprise.
Continue functional and technical discussions between CSC/DOH and MAXIMUS	9/10/2012	Ongoing	Begin additional, technical discussions between CSC and MAXIMUS pointed toward the development of technical integration requirements and design considerations for expected interface points during all Customer Assistance encounters.
Conduct JAD sessions to support the creation of requirements and a Systems Requirements Specification for the development and modification of MAXIMUS systems artifacts needed to support Customer Assistance	10/1/12	11/16/12	Continue JAD sessions and gathering of business and systems requirements for the modification to MAXIMUS systems assets needed to support the Customer Assistance operational functionality.

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MAXe Application Tracking System Requirements Definition	10/15/2012	11/05/2012	Develop business and functional requirements for the necessary modification to the current MAXe application tracking system to support all NY-HX functionality.
Customer Relationship Management (CRM) Solutions	10/16/2012	10/26/2012	Begin scope of work and contract negotiations with selected CRM company.
MAXIMUS/CSC Systems Integration	10/4/12	Ongoing	Continue to meet with CSC technical management focused on specific integration requirements and the technical solution to support that integration. Discussion of data interchange, IRS/HIPPA regulatory issues governing FTI/PHI/PII, firewalling/tunneling, HTTPS, etc. scheduled for Monday, October 22 nd at CSC
Continue HX Policy/Fall Out Track with DOH	9/25/2012	12/1/2012	Topic planned is Applications by Telephone.
Recruiting/Hiring	6/29/2012	Ongoing	Recruitment and interviewing continues for Call Center Manager, PMO Manager, Systems Analysts, Senior Developer, Development Manager and Business Analysts. Senior Facilities Manager to start 10/22/12.
Facilities	7/2/2012	Ongoing	Continue to prepare temporary office space. circuits. Continue to assess permanent site options.
Staffing Assessment	7/18/2012	Ongoing	Continuing to adjust staff requirements to meet project requirements.
Requirements Traceability Matrix (RTM) Development	8/1/2012	12/4/2012	Continue the development of RTM with input from JAD sessions and CSC Sprint discussions.
Preparation for E&E Income Sprint Session	9/25/2012	12/1/2012	Pending rescheduling
Architecture/Infrastructure	10/15/2012	Ongoing	Issue/Bug Tracking – initiated setup of JIRA/ALM SoftwarePlanner instance for HIX development
Communication Plan	10/1/2012	10/29/2012	Draft Communication Plan and submit to DOH for review.

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3 Supporting Project Metrics

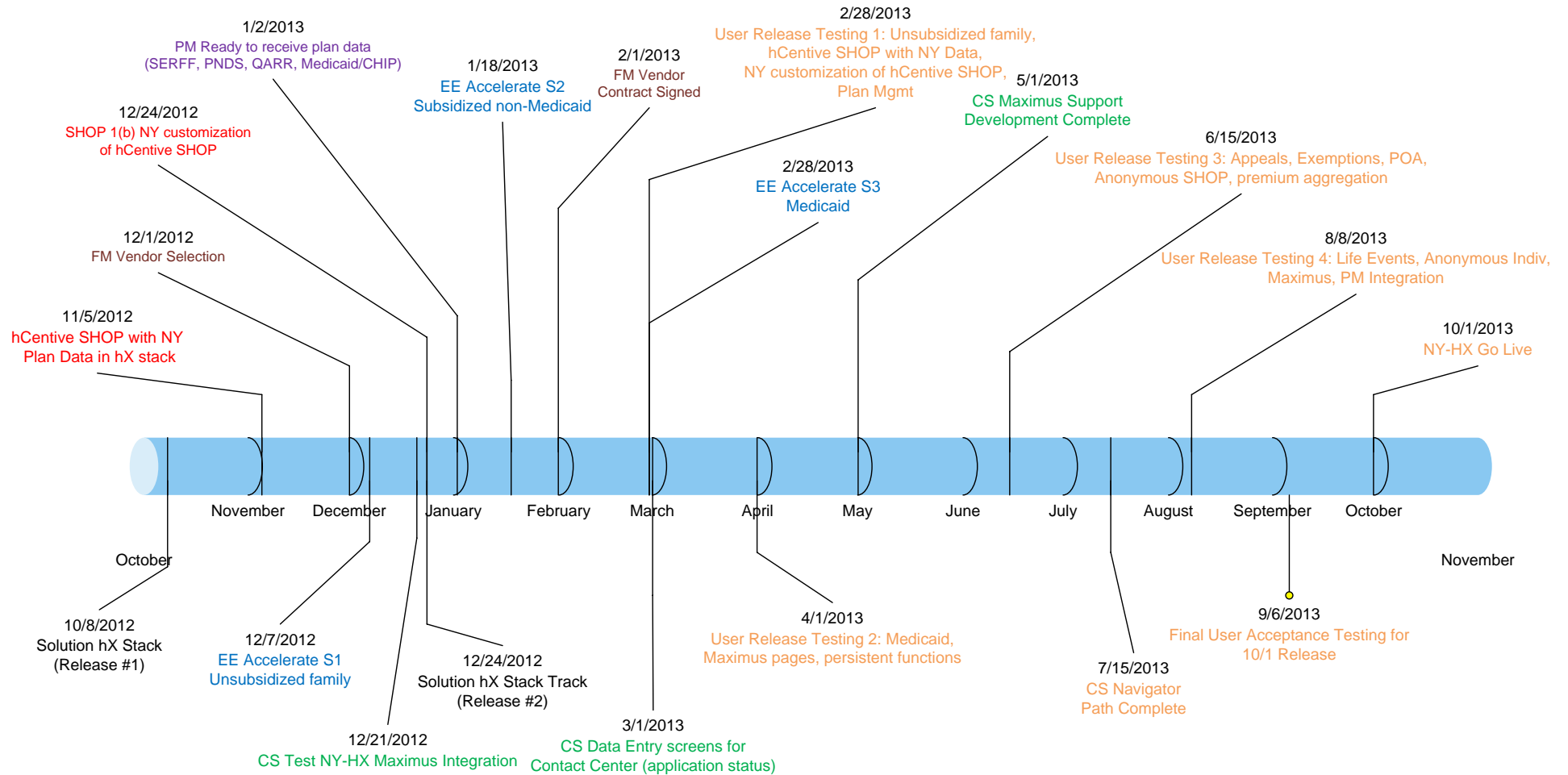
3.1 CSC

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High Level NY-HX Project Critical Path Milestones, Assumptions, and Dependencies



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Legend

Color coding used in NY-HX Project Critical Path Milestones, Assumptions, and Dependencies are as follows:

Prefix	Color	Track
EE Accelerate	Blue	Accelerate Track for Individual E & E
SHOP	Red	SHOP Employer, Employee and Broker
CS	Green	Customer Service - Maximus
PM	Purple	Plan Management
FM	Brown	Financial Management
User Release Testing	Orange	User Release Testing and UAT
hX Stack	Black	Technical Solution Track

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Assumptions and Dependencies

The timeframes in the NY-HX Project Critical Path Milestones, Assumptions, and Dependencies are based on a number of assumptions and dependencies. Some of the significant assumptions are identified in the table below:

	Track	Assumption
1	PM	SERFF final spec by mid Dec 2012
2	PM	SERFF usable by Feb 2013
3	PM	PNDR usable by end of December
4	CS	Requirements approved by 10/12
5	CS	Maximus available for Design/Dev/Test March 2013
6	CS	Navigator defined by DOH by 10/19/12
7	CS	Navigator set/up Support 10/19/12
8	All	State has Communication officer and provides static content e.g. learning about NYHX, About Us, How to Apply, FAQ
9	All	State Branding Office and provides framework for Communications Officer by 01/01/13
10	All	State has communicated Language requirements by 11/01/12 Download pdf in different language? Language converter for pages?
11	Indiv EE	CIN# and FEIN # decision needed by 11/21/12
12	All	All data sources' MOUs signed by 1/3/13

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Critical Milestones

Milestone dates included in the NY-HX Project Critical Path Milestones, Assumptions, and Dependencies for development work represent END dates with SIT testing complete. User testing milestones are START of activity dates.

Critical Milestone	Milestone Date	Track	Comments
1. Solution Base System	10/08/12	Solution	System hX Stack ready for use
2. FM Vendor Selection	12/1/12	F M \$	Financial System vendor selected
3. SHOP 1a hCentive SHOP with NY Plan Data	11/5/12	SHOP	hCentive SHOP loaded with NY Plan Data in the hX Stack
4. EE Accelerate S1 Unsubsidized Family	12/7/12	Accelerate	Scenario 1: Unsubsidized family from account creation thru enrolment
5. 834 Companion Guide for State QHP solicitation	12/15/12	Indiv E&E	
6. CS Test NY-HX Maximus Integration	12/21/12	CS	Test harness with NY-HX pages and services for Maximus
7. Solution hX Stack Track Complete	12/24/12	Solution	
8. SHOP 1b NY customization of hCentive SHOP	12/24/12	SHOP	Scenario 1: SHOP, 5 employee employer, thru the NY customized version of hCentive
9. PM Ready to receive plan data (SERFF, QARR, PNDS,)	1/2/13	PM	Programming capability to take in interface date, validate and store it in the NY-HX data base

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Critical Milestone	Milestone Date	Track	Comments
10. EE Accelerate S2 Subsidized, non-Medicaid	1/18/13	Accelerate	EE Accelerate 2 subsidized, non-Medicaid (APTC and other validations)
11. FM vendor contract signed	2/1/13	F M \$	Contract for the Financial System is signed and code delivered (access)
12. User Release Testing Group 1, SHOP, Accelerate, and PM	Starts 2/28/13	Testing	User testing of a group of completed capabilities: SHOP NY custom hCentive, Accelerate non subsidized, and Plan Management
13. EE Accelerate S3 Simple Medicaid	2/28/13	Accelerate	Scenario 3: Family with simplified eligibility for Medicaid
14. CS Data Entry screens for Contact Center (application status)	3/1/13	CS	
15. CS Maximus support development for complete	5/1/13	CS	CSC development and integration testing for capabilities Maximus will use completed
16. User Release Testing Group 2: Simple Medicaid, Maximus pages, persistent functions	Starts 4/1/13	Testing	

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Critical Milestone	Milestone Date	Track	Comments
17. User Release Testing Group 3, Appeals, Exceptions, POA	Starts 6/15/13	Testing	User testing of a group of completed capabilities: Appeals, Exceptions, POA, SHOP anonymous employer, and SHOP premium aggregation
18. Navigator path complete	7/15/13	CS	Access and special pages for Navigators complete and SIT
19. User Release Testing Group 4, Life Events, Anonymous Indiv, Maximus, PM Integration	Starts 8/8/13	Testing	User testing of a group of completed capabilities: Life Events, Anonymous Indiv, Maximus, PM Integration n
20. User Acceptance Testing for Oct 1, 2013 code set	Starts 9/6/13	Test	UAT of the full code set for the October 1, 2013 release

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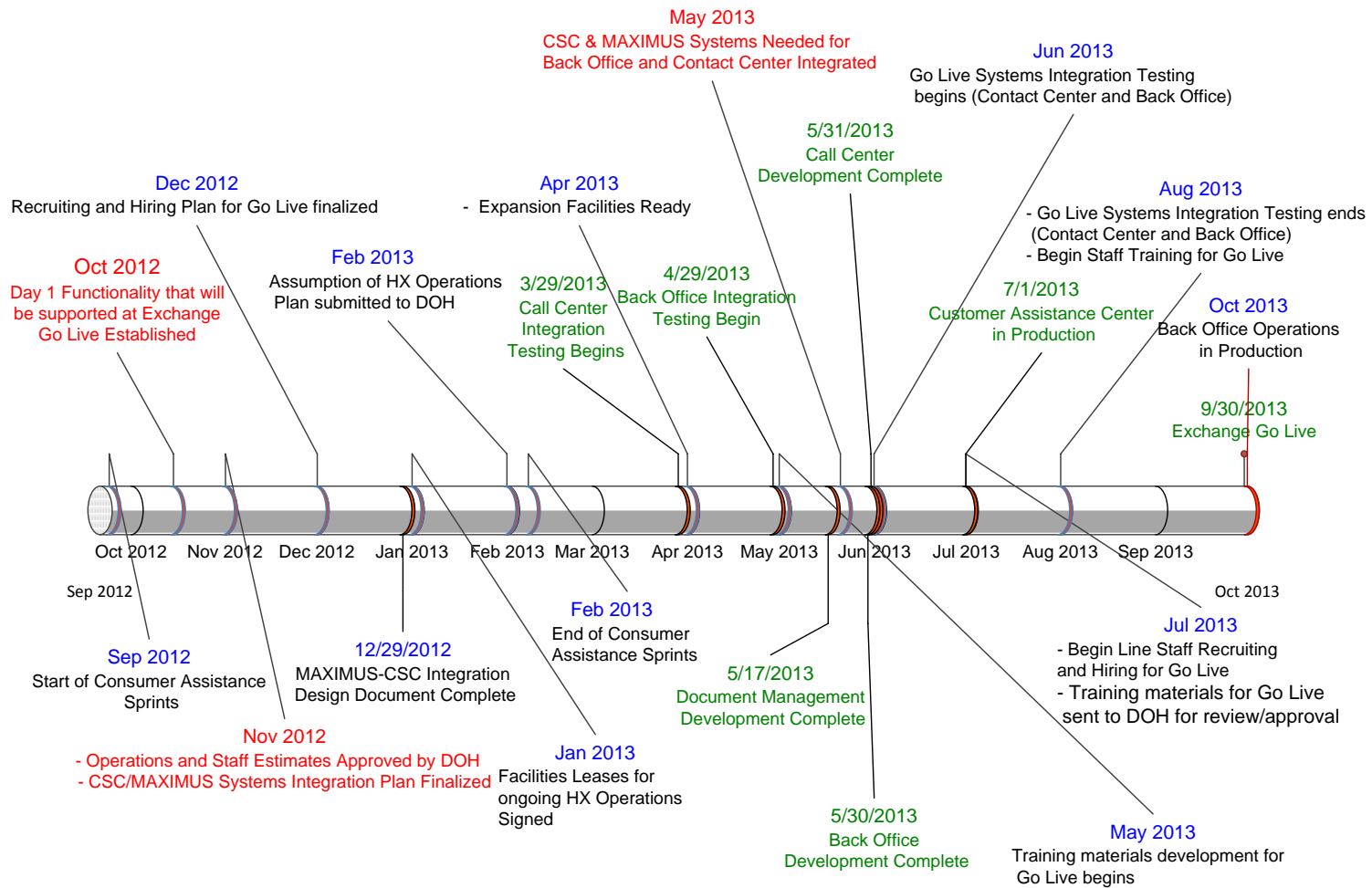
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3.2 MAXIMUS

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Critical Path Milestones	Date	Approximate Business Days Before Exchange Operations Go Live	Approximate Business Days Before QHP Support Go Live
Today	9/21/12	258	194
Consumer Assistance Sprints start	9/24/12	257	N/A
1. Day 1 Functionality that will be supported at Exchange Go Live Established 2. MAXIMUS role in other sprints (outside of Consumer Assistance Sprint) finalized	10/15/12	242	N/A
1. Finalization and DOH approval of Operations and Staff Estimates 2. CSC/MAXIMUS Systems Integration Plan Finalized	11/1/12	230	N/A
Begin procurement of ongoing HX Operations facilities	11/5/12	228	N/A
1. Systems and Operational Strategy for July 2013 Contact Center Support for QHPs finalized 2. Recruiting and Hiring Plan for Go Live finalized	12/1/12	210	146
Facilities Leases for ongoing HX	1/1/13	190	N/A

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Critical Path Milestones	Date	Approximate Business Days Before Exchange Operations Go Live	Approximate Business Days Before QHP Support Go Live
Operations Signed (Facilities Procured)			
Assumption of HX Operations Plan submitted to DOH for review and approval (July 2013 Contact Center Support for QHPs and October 2013 Go Live)	2/1/13	169	N/A
Consumer Assistance Sprints end	2/8/13	164	N/A
Call Center Integration Testing Begins	3/29/13	131	
1. Facilities Build Outs/Improvements Completed 2. Begin training materials development for QHP Support	4/1/13	129	N/A
Back Office Integration Testing Begins	4/29/13	109	
1. Begin Hiring and Recruiting for Contact Center QHP support 2. Training materials development for Go Live begins (UAT and/or Training Environment made	5/1/13	107	43

9.4.9 Performance Metrics

New York Health Insurance Exchange (NY-HX) Project

Integrated Project Status Report	Reporting Period:	From:	To:
		10152012	10192012

Critical Path Milestones	Date	Approximate Business Days Before Exchange Operations Go Live	Approximate Business Days Before QHP Support Go Live
available) 3. Training materials for QHP Support sent to DOH for review and approval			
Document Management Development Complete	5/17/13	95	
1. DOH Approval of QHP Support Training Materials 2. CSC & MAXIMUS Systems Needed for Back Office and Contact Center Integrated	5/24/13	90	26
MAXe Back Office Development Complete	5/30/13	86	
Call Center Development Complete	5/31/13	85	
1. Begin Training for Contact Center QHP Support 2. Go Live Systems Integration Testing begins (Contact Center and Back Office)	6/1/13	85	21

9.4.9 Performance Metrics

New York Health Insurance Exchange (NY-HX) Project

Integrated Project Status Report	Reporting Period:	From:	To:
		10152012	10192012

Critical Path Milestones	Date	Approximate Business Days Before Exchange Operations Go Live	Approximate Business Days Before QHP Support Go Live
1. Go Live for Contact Center QHP Support 2. Training materials for Go Live sent to DOH for review/approval 3. Set up of Systems Training Environment(s) completed 4. Begin Line Staff Recruiting and Hiring for Go Live 5. Management team for ongoing HX Operations completely onboarded 6. Customer Assistance Center in Production	7/1/13	65	N/A
DOH Approval of Go Live Training Materials	7/26/13	47	N/A
1. Go Live Systems Integration Testing ends (Contact Center and Back Office) 2. Begin Staff Training for Go Live	8/1/13	43	N/A
Exchange Go Live	9/30/13	1	N/A
GO LIVE	10/1/13	N/A	N/A

9.4.9 Performance Metrics

New York Health Insurance Exchange (NY-HX) Project

Integrated Project Status Report	Reporting Period:	From:	To:
		10152012	10192012

Critical Path Milestones	Date	Approximate Business Days Before Exchange Operations Go Live	Approximate Business Days Before QHP Support Go Live
Line Staff Recruiting and Hiring (Ramp Up)	10/1/13 - 11/31/13	N/A	N/A

High Level Assumptions/Notes:

1. The current Statewide Call Center (SWCC) staff workforce and domain knowledge will be augmented to assist with QHP Contact Center support starting on 7/1/2013.
2. Ongoing HX Operations would be located in two facilities (Albany and New York City).
3. Temporary to permanent model will be used for the recruiting and hiring of front line staff.
4. Current call tracking system in place for NY Health Options will be used to record and track calls for the Contact Center support for the QHPs from 7/1/13 - 10/1/13.
5. Call records for the QHP Contact Center Support from 7/1/13 - 10/1/13 will not need to be migrated to the HX solution in anticipation of the 10/1/13 Go Live date.
6. Recruiting and hiring of HX Operations management team is ongoing throughout design and implementation phase of project.
7. Due to project timelines, training materials development for Go Live begins before the completion of systems integration testing. Training/UAT environments will be made available for the facilitation of training materials development at least 107 business days before Go Live. Functional Training environments will be made ready at least 70 days before go live.
8. Line staff recruiting, hiring, and training will begin on 7/1/13 and continue past Go Live. There will be a progressive ramp up.

9.4.9 Performance Metrics

New York Health Insurance Exchange (NY-HX) Project

Integrated Project Status Report	Reporting Period:	From:	To:
		10152012	10192012

9. There will be a total of 10 Consumer Assistance Sprints with each spanning a two week period

10. All of the HX Back Office & Contact Center Operations requirements/functionality will be addressed in the Consumer Assistance sprint with parallel participation or passing of requirements to other relevant sprints as the need is determined.