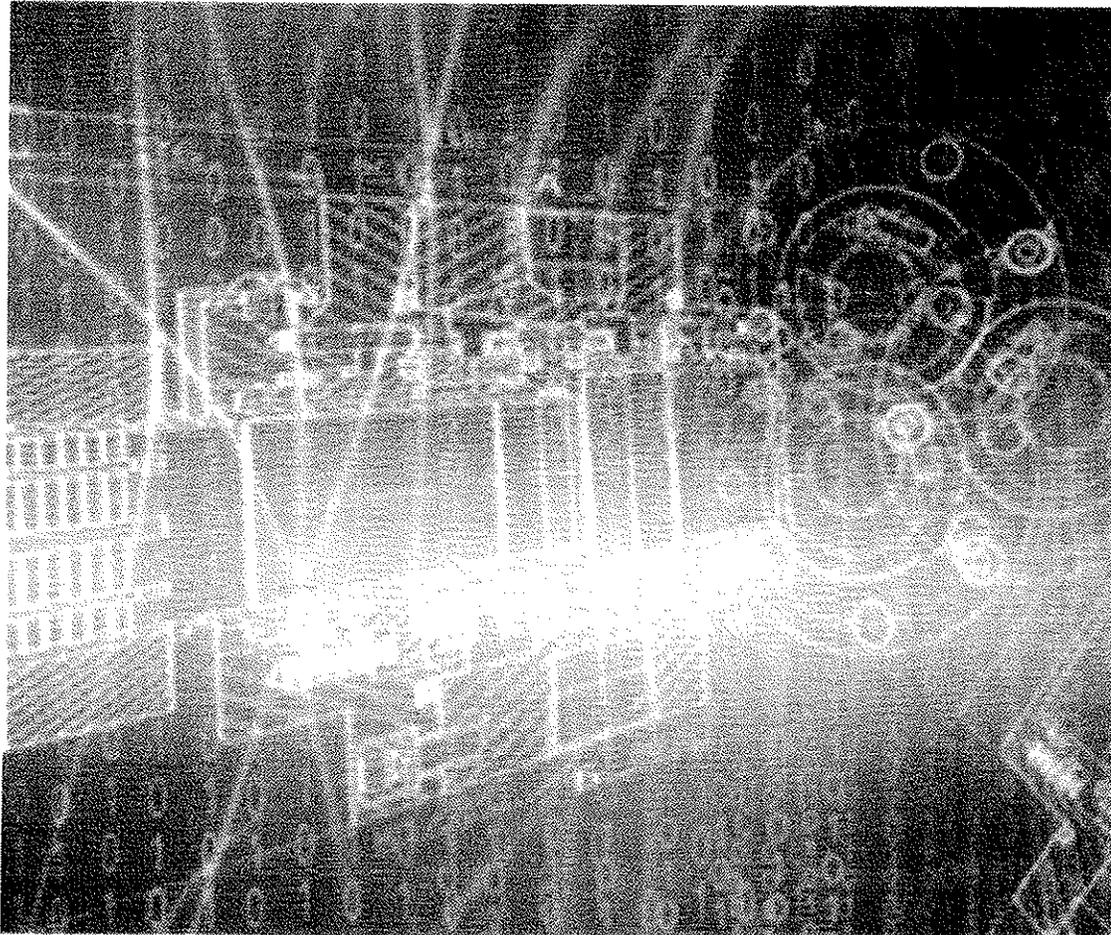


Marketplace Inconsistencies



*CMS, Center for Consumer
Information and Insurance Oversight
(CCIIO)*

May 8, 2014

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Total Number of Inconsistencies/Pends-not unique people through 4.28

Type / Subtype	Unduplicated # of Inconsistencies / Pends				
	Enrolled in a QHP	Eligible for QHP but Unenrolled	Determined Eligible for Medicaid / CHIP	Pended for Medicaid / CHIP	Total
Citizenship (Born)	421,348	460,590	13,734		895,672
SSN / Death	89,809	71,264	6,788		167,861
Immigration Status	476,808	244,247	20,538		741,593
Non-ESC MEC	86,022	30,773			116,795
Annual Income	1,081,565	294,283			1,375,848
Current Income				86,635	86,635
Incarceration	44,230	56,521			100,751
Indian Status	12,768	14,559			27,327
Residency				189	189
ESC MEC	68,673	293,768			335,219
Total	2,271,072	1,448,934	41,060	86,824	3,847,890

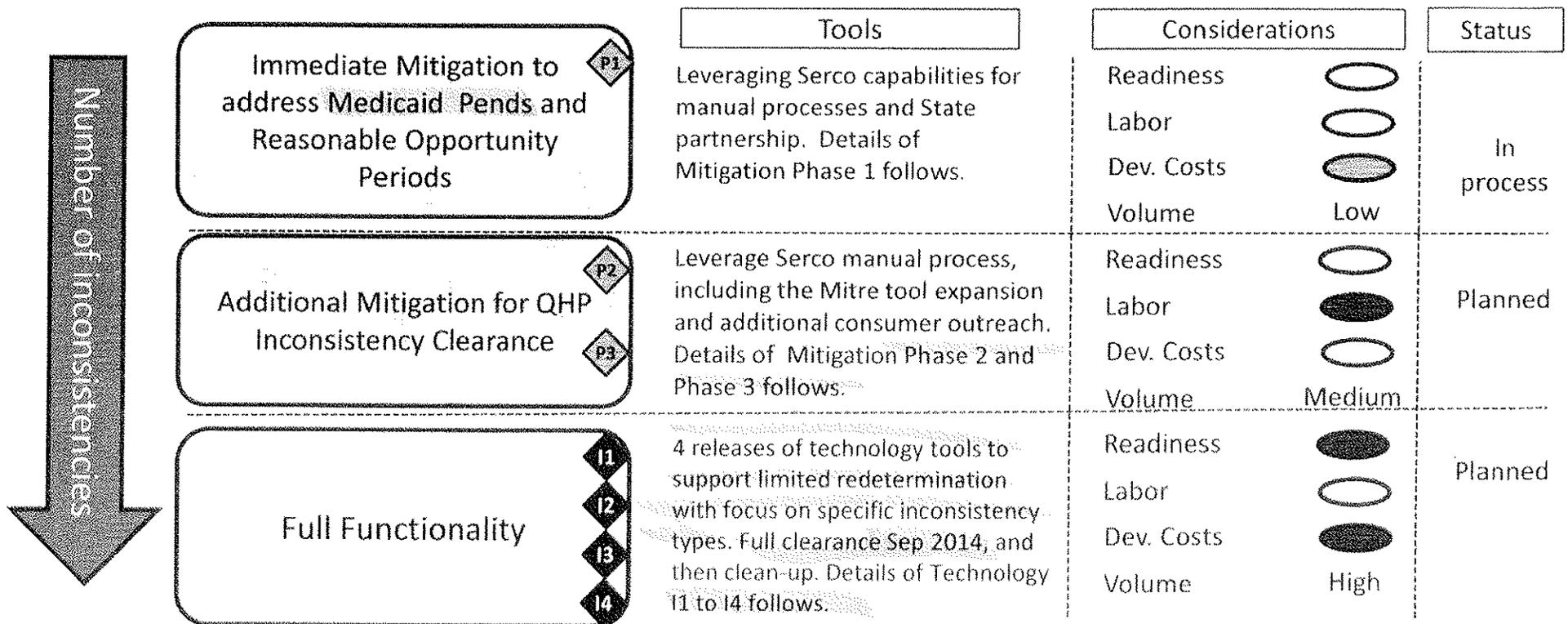
Data: Unique people through 4.28

	Unique People with One or More Inconsistencies or Pends
Enrolled in a QHP	2,085,209
Eligible for QHP but Unenrolled	1,278,421
Determined Eligible or Pended for Medicaid/CHIP	126,312
Further Analysis	1,181
Total	3,491,123

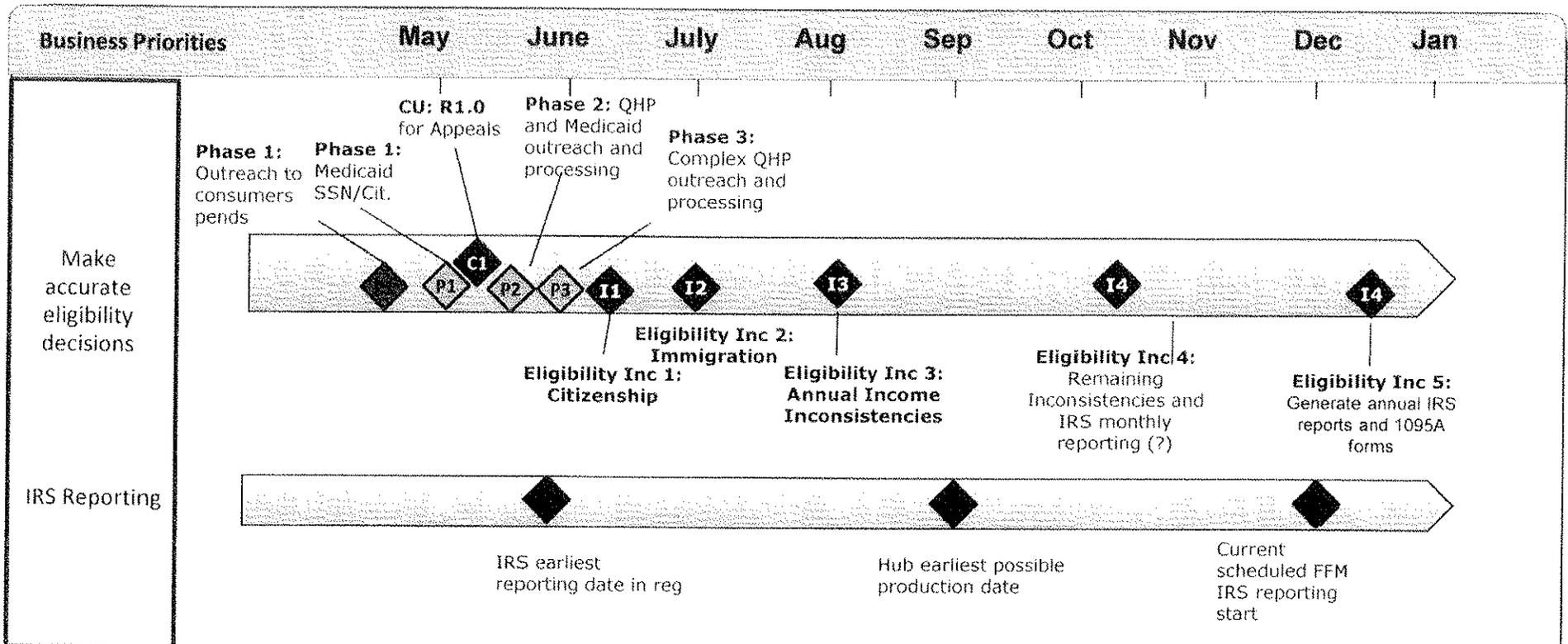
- Current data indicates that 2.1 million people who are enrolled in a QHP are affected by one or more inconsistency.

Inconsistency Approach

Current system access and functionality available to Serco workers limits the ability to resolve outstanding inconsistencies. A phased approach is proposed, initially leveraging manual processes to immediately resolve select inconsistencies while functional enhancements are developed to enable less labor intensive automated processes.



Key Priority Update: Eligibility & Business Operations



Business has asked for the impact of the following changes:

- New increment schedule is citizenship, immigration then annual income.
- Providing an automated service to "turn off" QHP and APTC eligibility ahead of October (under discussion)
- Performing data clean-up efforts to align FMM with mitigation efforts prior to IRS reporting.
- Enabling the IRS monthly reporting service in early October to accommodate an IRS driven October 15th reporting timeframe.

Key

- Mitigation Complete
- Mitigation Planned
- Technology

Note: Delivery Increment Milestone Dates subject to revision during Integrated Schedule process

Roadmap - Inconsistency Resolution

Mitigation Strategy and Technology Tools

	Outreach to consumer	ESD - CU technical assessment	Continued Outreach and Process Enhancement	Continued Outreach and Process Enhancement, Mitre job aid employed
Timeframe	28-Apr-2014 and 5-May 2014	5-May-2014	15-May-2014	1-June-2014
Inconsistency Type	Mitigation Phase 1: <ul style="list-style-type: none"> 1. Medicaid / CHIP <ul style="list-style-type: none"> • Current Income • Residency Pends 2. Medicaid / CHIP <ul style="list-style-type: none"> • SSN • Citizenship 	<ul style="list-style-type: none"> • Reviewing technical capabilities of the Change Utility and incremental improvements to existing ESD 	Mitigation Phase 2: <ul style="list-style-type: none"> 1. QHP-Verify evidence and consumer outreach <ul style="list-style-type: none"> • Citizenship • SSN, Indian Status, Incarceration and non-ESC MEC 2. Medicaid/CHIP <ul style="list-style-type: none"> • SSN/Citizenship ongoing • Immigration* <p>*Outstanding questions on partnership with states</p> <ul style="list-style-type: none"> 3. ESC MEC (hold and pends) 	Mitigation Phase 3: <ul style="list-style-type: none"> 1. QHP-Verify evidence and consumer outreach <ul style="list-style-type: none"> • Annual income • Immigration 2. ESC MEC (OPM)
Product Capabilities	<ul style="list-style-type: none"> • Serco Inconsistency Database • Improved Audit file 	<ul style="list-style-type: none"> • Series of meetings April 24- April 29th (4 x 4hr) • Application Architecture Review • Budget/hours/timeline considerations • Technical Assessment complete recommendation delivered to OIS 	<ul style="list-style-type: none"> • ESD CR – View All Inconsistencies Consumer uploaded documents • Serco Inconsistency Database/Appian enhancements 	<ul style="list-style-type: none"> • Mitre expanded for Annual Income Calculator • Potentially (not critical) ESD button added to “verify” additional Inconsistencies

Longer term: Data cleanup and reconciliation – Serco Inconsistency Database must be synchronized with FFM

Mitigation Recommendations

Outreach and use of automation

- Proceed with Mitigation phases for consumers with documentation.
 - Already concluded outbound calling effort for Medicaid pends (**100% of 65,583** current income and residency).
- Begin outreach for consumers lacking documentation
- Use automation for open cases
 - Cases that cannot be resolved
 - Documentation is not provided despite outreach
 - Investigate tool to “turn off” QHP or “turn off/down” APTC eligibility in such cases (will bring back recommendations).