



# **Cover Oregon**

## **Monthly Status Report**

**November 2012**

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# 1. Executive Summary

## 1.1. Introduction & Overview

The purpose of this report is to provide a monthly update regarding the planned, ongoing and completed activity for establishing Cover Oregon's Health Insurance Exchange. The report is presented in six sections:

- Section 1, the Executive Summary, includes status report highlights, including a message from the Cover Oregon Executive Director
- Section 2 provides a project management overview for the current month including updates around scope, schedule, resources and quality
- Section 3 includes an update to ongoing and completed activity that occurred during the month of October. Within this section the two major sub sections include information regarding the technology program and those Cover Oregon corporate activities necessary to stand up the organization and meet the demands of the Affordable Care Act (ACA)
- Section 4 is similar to Section 3 but focuses on key activities planned for December.
- Section 5 summarizes the planned, ongoing and completed activities related to State of Oregon, such as legislative sessions and those activities related to Federal oversight, such as Center for Medicaid Services (CMS) Gate Reviews.
- Section 6 concludes the report with a summary of critical open risks and risks that have been closed.

Within the body of the report, many of the activities are presented in a format where the prefix number represents the Cover Oregon schedule outline number (e.g., 1.3.1.2.1 *“Development of the corporate Communications Plan was completed in October and is currently under CO Executive Team review”*.) The schedule outline number allows the reader to trace the activity back to the Cover Oregon schedule.

## **1.2. Executive Director Message**

Cover Oregon made significant progress on many fronts in November 2012.

Development of the IT system continues to accelerate. In November, Cover Oregon and Oregon Health Authority staff continued joint application design (JAD) sessions with more than 100 insurance carrier representatives. We are on track to develop all 48 planned use cases in Iteration 15, which will be released in December. We also have begun usability testing with individuals and small employers. The sessions have provided valuable input into everything from the flow to the words that display on the screen.

From a project management perspective, we are continuing to integrate the schedules of Cover Oregon and its partners. We also developed a scope management process that will begin in December and ensure that functionality will fit into the project schedule.

Finally, we submitted our Level 2 grant request to the federal government. This grant will provide funding for Cover Oregon through 2014. We expect to receive notice of our grant award in January, and, at that time, finalize our budget and propose an administrative fee that we will begin collecting in 2014.

You can find more details about these and other developments in this November status report. As always, please do not hesitate to contact me or a member of the Cover Oregon team for more information.

## **1.3. Key Corporate and Program Accomplishments**

- Carrier JADs completed with strong support from carrier group
- Submitted Level 2 grant request to CMS
- Began external stakeholder usability testing to provide direct system development
- Completed planning for Cover Oregon office move from Salem to Durham location
- Completed first month of Iteration 15 with projected 100% completion of use cases

- Developing Scope Management process and “scope lockdown” meetings
- Prepped for 2-day LFO Cover Oregon walk thru session

#### 1.4. Scope, Schedule, Budget and Quality

- Scope
  - Continued effort to lockdown functional scope by end of December 2012
- Schedule
  - Final deadline of 10/1/2013 continues to be a high concern and downstream activities of completing development, merging Cover Oregon with other shared programs, completing UAT and various system training are areas of focus.
- Budget
  - Waiting for federal response to Cover Oregon Level 2 grant with feedback expected January 2013
- Quality
  - Some improvements in quality have been recognized by Maximus as indicated on monthly report.
  - Key issues and risks identified by Maximus continue to be around scope and schedule risk mitigation.
  - Some improvement in Shared Services interaction due to recent involvement of new Oracle CTO; still area of high concern

#### 1.5. Risks and Issues

- Aggressive Timeline of 10/1/2013 will continue throughout the life of the project
- Technical resources are limited and spread across three projects (HIX IT, Modernization, CCO work)
- PeopleSoft implementation has been delayed due to resource constraints on the Oracle side.
- Medicaid legacy system interfaces development has been delayed due to coordination issues
- Without a collegiate working relationship between agencies at the highest executive level, conflicts and communication issues will continue and likely worsen.
- The shared services components (Security, MDM) will be implemented later in the process, potentially resulting in significant rework.

## **1.6. Next Month: December**

Key planned activities for the month of December include:

- Continue developing intergovernmental agreement with OHA
- Continue developing policies and procedures for carrier performance oversight
- Complete Cover Oregon office move to Durham location
- Develop rules and processes for individual eligibility
- Continue key interface design and development

## 2. Project Management Summary

The table below is a project management summary regarding the Cover Oregon corporate and program activities. It includes a quality summary which is pulled directly from the most recent Maximus monthly report.

Project Management Summary: November 2012				
PM Factor	Sept	Oct	Nov	Comments
<b>Scope</b>				<ul style="list-style-type: none"> <li>Implementing new scope management process</li> <li>Functional Build Plan has been built but concerns persist; these will be resolved through the scope management process.</li> <li>While Shared Services scope has become more visible lately with addition of Oracle CTO, still unknowns exist that could impact scope and schedule</li> </ul>
<b>Schedule</b>				<ul style="list-style-type: none"> <li>Weekly cross team scheduler meetings continue</li> <li>Working toward developing critical path understanding</li> <li>Final phase of schedule including UAT, training and implementation still largely undefined</li> </ul>
<b>Resources</b>				<ul style="list-style-type: none"> <li>Continuing monthly meeting between Cover Oregon and OHA to maintain financial understanding</li> <li>Submitted Level 2 grant request on 11/15/2012</li> <li>Staffing plan will be modified based on Level 2 grant response</li> <li>Hiring additional resources to provide assistance in LFO/QA oversight response and other key areas</li> </ul>
<b>Quality</b>				<p>(Note: Information below comes directly from the Maximus most recent final report -- September)</p> <ul style="list-style-type: none"> <li>CO has submitted the official "Blueprint for Federal Certification" to CMS. The Blueprint is currently under review.</li> <li>The HIX IT and CO teams continue to meet and reviewed the HIX-IT Schedule. There was agreement on how the schedules can be linked. HIX-IT has brought on Oracle to continue the scheduling work and CO has met with the new scheduler.</li> <li>The initial Work Breakdown Structure (WBS) and project schedule have been defined and are being maintained. However, it is not clear that these documents are being used to manage or plan work on the project. This will be more clear once the</li> </ul>

				<p>schedule is baselined and variance is tracked.</p> <ul style="list-style-type: none"> <li>• CO has made significant progress on a variety of priority risk areas, including identification of key milestones for the product delivery and has presented a draft roadmap/timeline for the work to be completed by HIX-IT.</li> </ul>
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### 3. October Activity

Section 3 has two major areas of reporting: Section 3.1 which describes the technical program activities that were ongoing or completed during the month of October. Many of these activities share completion with the HIX IT team or the OHA Shared Services team. Section 3.2 provides status updates regarding the Cover Oregon corporate activities. This is work that must be performed to stand up the organization and/or be completed to fulfill the service delivery obligations set forth within the Affordable Care Act (ACA).

#### 3.1. Technical Program Activities

This section provides updates to areas of technical program development. First, it provides an update to the functional development, generally thought of as the application being developed on the Oracle framework. The second area provides update to the interfaces which includes those being developed to: (1) communicate with Carriers, (2) communicate with Federal partners, and, (3) communicate with State of Oregon legacy systems. The Shared Services update includes those infrastructure technical functions that are shared by Cover Oregon with other State programs such as Modernization. These areas include security, master data management, universal content management (UCM), the rules engine known as Oracle Policy Automation, business intelligence, and testing. The financial system update provides information regarding the implementation of PeopleSoft while the customer service update includes a functional update and those services that will be provided through interactive voice response functionality software being contracted by Interactive Intelligence.

##### 3.1.1. Functional Development (HIX-IT)

The HIX IT schedule was delivered to Cover Oregon on 11/1 as an input into integrating with the Cover Oregon schedule. At this time, the HIX IT schedule has not been integrated, so schedule outline numbers are

not yet available. This information will be available by the next status report.

- (1.2.3.2.2.1) (1.2.3.2.2) Iteration 15 completed its first month in November and is on track to complete all 48 scheduled use cases.
- Build plan is reviewed weekly at the ongoing Iteration Planning Meeting that involves Cover Oregon, HIX IT, Oracle and Deloitte.
- User interface design activities are ongoing with the November 2 scheduled for the next release of UI design documents to feed the Iteration 15 development work (November & December 2012).
- User Interface schedule was confirmed and provided to schedulers for implementation into HIX IT and Cover Oregon schedules.
- (1.2.3.2.6.1.1) ExeData Environment for Development available. **Complete**
- (1.2.3.2.6.1.2) ExeData Environment for Development QA. Due 11/1/12. **Status not confirmed.**
- (1.2.3.2.6.1.3) ExeData Environment for MaX HP-ALM Testing available. **Due 11/1/12. Status not confirmed.**
- (1.2.3.2.6.2) Iteration 14 DevQA Testing. Scheduled to start 11/2/12. **Not Started. Status not confirmed.**
- (1.2.4.1.6) Establish Exa Platform Prod Fix Environment. **Scheduled to start 11/15/12. Not Started. Status not confirmed.**
- (1.2.4.1.7) Establish Exa Platform Sandbox Environment. Schedules to Start 11/30/12. **Not Started. Status not confirmed.**

### 3.1.2. Shared Services

Note: This information is from the Shared Services schedule.

- (4.2.1.2.1) Define PeopleSoft Architecture Foundation; Financial Management JADs. **Complete**
- (4.2.1.2.2) Design Collaboration with HIX & Modernization Tech Leads / Architects. In progress. Due 2/2013
- (4.2.1.3) Define Seibel/Peoplesoft Integration. In Progress. Due 2/1/13
- (4.2.2.1.3.1.2) Security Identity Proofing Workshops. **Complete**
- (4.2.6) Define Business Analytics (BI) Services Requirements & Design
  - (4.2.6.1) Requirements Individual & SHOP Reports. **Complete**
  - (4.2.6.2) Requirements Community Partners Reports. **Complete**

- o (4.2.6.3) Requirements Financial Reports & Customer Service Reports. Scheduled to start 11/13/12. Due 12/17/12. **Not Started.**
- (6.2.6.8) Design Reports
  - o (4.2.6.8.1) Individual Reports. In progress. Due 12/10/12
  - o (4.2.6.8.2) SHOP Reports. In progress. Due 11.30.12. **Status not confirmed**
  - o (4.2.6.8.3) Community Partner Reports. Due 12/20/12. **Status not confirmed.**
  - o (4.2.6.8.3) Community Partner Agent Reports. Due 12/18/12. **Status not confirmed.**
  - o (4.2.6.8.5) Community Partner Tribal Reports. Due 11/28/12. **Status not confirmed.**
  - o (4.2.6.8.6) Marketing Communications Reports. Due 12/6/12. **Status not confirmed.**
- (4.2.11) Define WebCenter Requirements & Design. In progress. Due 1/2013
- (4.2.17.2) Detail MAX ICD Requirements & Design
  - o 4.1.17.2.1 Carrier. In progress (29% complete). Due 4/1/13
  - o 4.2.17.2.2 CMS. In progress (15% complete). Due 3/25/13
  - o 4.2.17.2.3 ORS. In progress (1% complete). Due 4/1/13
  - o 4.2.17.2.5 SERFF. In progress (19% complete). Due 1/28/13
- (4.3.1) Construct MAX Interfaces (SOA)
  - o 4.3.1.1 Carrier. In progress (2% complete). Due 4/19/13
  - o 4.3.1.3 CMS. In progress (16% complete). Due 4/19/13
- (4.3.3) Construct OPA Solution
  - o 4.3.3.2.2 Construct HIX Solution; MAGI Medical CFR Eligibility Rules. In progress. (6% complete). Due 4/18/13
- HIX Build Integration
  - o (4.3.17.1) Build 14. **Complete**

### **3.1.3. Financial System (PeopleSoft)**

- o (1.1.3.1.1.2) Continue work to set up Electronic Funds Transfer Capability
- o (1.1.3.1.1.3) Work continued on PeopleSoft development preparation for Payment Method Election
- o (1.1.3.1.2) Work continued to set up billing processes and to do PeopleSoft prep work for the same.
- o (1.1.3.1.3.5) Efforts to set up reconciliation were completed and the work to do development prep for reconciliation in PeopleSoft continued in October.

- o (1.1.3.1.4.7) A carrier payments process was created in October and work continued to development prep to create PeopleSoft disbursements capability.
- o (1.1.3.1.5.5) PeopleSoft development prep for banking/cash management continued through October
- o (1.1.3.1.7.1) PeopleSoft development prep for Agent Management continued through October
- o (1.1.3.1.8) Set up procedures continued for Employer collections through the month of October. Tasks are being validated by CO Controller. Dates may change.
- o (1.1.3.1.9) PeopleSoft system development prep for QHP Financial policies, guidelines and standards continue through the month of October. Tasks are being validated by CO Controller. Dates may change.

## 3.2. Corporate Activities

Tasks reported in this section encompass work necessary to stand up the Cover Oregon organization and meet the services demanded by the ACA. Generally, these are activities that are complementary to the technical program areas. However, some of the corporate work has direct dependency relationships with the program, such as completing the technical application in time to train Agents on the usage of the application. This includes major sections of communications, policy, operational activities, corporate technology, funding, procurement and management of contracts and human resources activities.

### 3.2.1. Communications

- o 1.1.1.2.1.3 Finalize Communication Plan - due 11/16 - completion not confirmed
- o 1.1.1.2.1.3 Present Communication Plan to board of Directors - due 11/8 - completion not confirmed
- o 1.1.1.2.1.4 Post Communication Plan to Website - due 11/19 - completion not confirmed
- o 1.1.1.2.2.1 Acquire Communication Plan Implementation Vendor (Define RFP requirements through review and finalize RFP) - due 12/7 - completion not confirmed

### 3.2.2. Policy

- These tasks have been identified but not yet integrated into the Cover Oregon schedule.
- There is work in progress to develop the eligibility and enrollment policies.
- There is work in progress to document organizational policies, including writing and filing Oregon revised statutes.
- Other tasks include:
  - Formalizing other policy (non ORS) documentation.
  - Creating a Research and Evaluation plan and begin conducting this research.

### 3.2.3. Operations

- **Agent Program**
  - (1.1.1.1.1.2) Develop Contact Management Network for Agents – still in progress (**Overdue**)
  - (1.1.1.1.1.3.2) Verify that Use Case(s) are written to Accommodate Automation to Support Agent Referral – status is started (**Overdue**)
  - (1.1.1.1.2.1.1) Create Agent Affiliation Agreement – still in progress. Completion due in December.
  - (1.1.1.1.2.1.2) Establish and Document Agent Affiliation Policies and Procedures – still in progress. Completion due in December.
  - (1.1.1.1.3.3) Finalize and Publish Policies and Procedures for Commission Management – **Overdue**
  - (1.1.1.1.4.2.1) Develop Content for On-line Pre-Training – in progress. Due 2/2013
  - (1.1.1.1.4.2.4) Work with Corporate IT to identify and select a technical solution through which to deliver Online Pre-Training. **Overdue**
  - (1.1.1.1.4.2.5) Negotiate Contract with Online Pre-Training Solution Provider. Due 12/17/12. **Overdue**
  - (1.1.1.1.4.3.1) Identify Training Subset for Carrier Audience – in progress. Due 2/2013
  - (1.1.1.1.4.7.2) Select and acquire training locations for agent training. Perform final site selections and contracting
  - (1.1.1.1.6.1) Work Position Development and Hiring Process with HR and Post Jobs - **Completed**
- **Community Partners**

- o (1.1.1.3.1) Development and Document Procedures for Community Partner Training and Certification. – In progress. Due Mar 2013
- o 1.1.1.3.2 Coordinate Training Delivery and Partner Certification – in progress
- o 1.1.1.3.3.1.1 Develop and Execute Grantee RFP Process and Contracting – develop RFPs for all Grantee Types – in progress
- o 1.1.1.3.3.3 Amend existing OHA/DHS Contracts – not started. **Overdue**
- o 1.1.1.3.3.4 Amend Existing OHA/DHS RFA Contracting Language and Process – not started. **Overdue**
- o 1.1.1.3.3.7 Identify Other Funding Streams for Outreach Grant – started. **Overdue**
- o 1.1.1.3.3.8 Develop IGA with OHA – started. **Overdue**
- o 1.1.1.3.4.2 Set up regional outreach and technical support – scheduled to start in November. **Overdue – not started**
- o 1.1.1.3.4.3 Develop Community Partner Oversight Plans – Scheduled to start in 8/2012. **Not started – Overdue**
- o 1.1.1.3.5 Acquire Staffing – Scheduled to start in 11/2012. **Not started – Overdue**
- **Customer Service**
  - o 1.1.1.4.1.1 Obtain legal/legislative rules and program requirements for Exchange Operations – scheduled for completion in November – **Overdue**
  - o 1.1.1.4.4.1.1 Continue developing Service Center scope of work and begin determination of work flow structure. Scheduled for completion in November. Plan revised and extended into December. Still awaiting decision regarding level of CO Medicaid involvement. Brainstorming Session completed and results analyzed. **Pushed from November to December**
  - o 1.1.1.4.4.2.1.3 – Identify Secondary Service Center Location – started. Due Jan 2013
  - o 1.1.1.4.4.2.2.1 Build out primary service center location – floor plan approved.
  - o 1.1.1.4.4.4 Acquire Service Center Staff – hiring plan created
  - o 1.1.1.4.4.4.3 Get Service Center Trainer on board – **Overdue as of November 1**
  - o 1.1.1.4.4.5 Work with lead trainer to define training team – **Complete**
  - o 1.1.1.4.4.5.2 Train Service Center Trainer – scheduled to start November 1 – **Overdue – not started**

- **Plan Management**
  - o 1.1.1.5.1.1 Create a staffing plan - **Complete**
  - o 1.3.1.5.1.2.1 Develop Health Plan Certification Standards - in progress due at the end of December
  - o 1.3.1.5.1.3.2 Document Guidelines for Exchange Approval of Medical Carriers - scheduled to be completed in November - **Overdue**
  - o 1.3.1.5.1.4.1 Determine Carrier Requirement for Participation - Due in November. **Overdue**
  - o 1.3.1.5.3 Create and Release RFA Amendment #1 - due in November - **Overdue**
  - o 1.3.1.5.3.5 Receive Medical and Dental RFA Responses - in progress
  - o 1.3.1.5.3.7 Create Health Plan Recertification Process - in progress. Due in April 2013
  - o 1.3.1.5.4 Create Health Plan Decertification Process - in progress. Due in May 2013
  - o 1.3.1.5.5 Develop Policies and Procedures for Carrier Performance Oversight - in progress. Due in December 2013
  - o 1.3.1.5.7 Establish External Advisory Work Groups - status is started. Due in November. **Overdue**
  
- **Reporting Program**
  - o 1.1.1.6.1.1.2.1 Define Plan Management report requirements - scheduled for completion 15 November. **Overdue**
  - o 1.1.1.6.1.1.2.2 Create Report Mockups for Plan Management - schedule for complete 30 November. **Overdue**
  - o 1.1.1.6.1.1.3.1 Create report mockups for SHOP program - **Complete**; validate Mockups with Functional Area and create report specifications is in progress
  - o 1.1.1.6.1.1.3.2.2 Create Report Mockups for Individual Program - **Complete**
  - o 1.1.1.6.1.1.4.1 Define Report Requirements for Customer Service. Scheduled for completion in November - **Overdue**
  - o 1.1.1.6.1.1.5.2 Create report mockups for Community Partners - **Complete**
  - o 1.1.1.6.1.1.5.4 Create report specification for Community Partner - started. Not due until 3/2013
  - o 1.1.1.6.1.1.6 Create report mockups and validate for Agent Program. Due in November. **Overdue**

- o 1.1.1.6.1.1.7.1 Define report requirement for Tribes Program. Due in November. **Overdue**
- o 1.1.1.6.1.1.8.1 Define Report Requirements for Financial Management. Due in November. **Overdue.**
- o 1.1.1.6.1.1.9.1 Define report requirements and create report mockups for Information Technology due in November. **Overdue**
- o 1.1.1.6.1.1.10 Define report requirements and create mockups for Communications Reports. Due in November. **Overdue.**
- **Individual**
  - o 1.1.1.7.2 Develop Rules and Process for Eligibility. Off-ramp processes for non-automatable Medicaid categories and DHS programs. In progress. Due Jan/2013.
  - o 1.1.1.7.3 Develop Rules and Processes for Redetermination. In progress. Due Jan/2013.
  - o 1.1.1.7.5 Develop Rules and Processes for Enrollment. In progress. Due in early 2013.
- **Shop Program**
  - o (1.1.1.8.1.1) Develop Group Eligibility Policies and Procedures - Write policies and rules around the common Carrier contract terms and how they are implemented. In progress. Due in December 2012.
  - o (1.1.1.8.2.1.1) Continue work on Carrier Handbook begun in October and scheduled for completion at the beginning of March 2013 (date was pulled in from the end of March).
  - o (1.1.1.8.3) Continue work to define scope and practice parameters for account managers begun in October and scheduled for completion at the end of March 2013.
  - o (1.1.1.8.4) Define Policies and Procedures for Eligibility Updates and Terminations. In progress. Due 3/2013
- **Tribal Program**
  - o (1.1.1.9.1.1) Hold Tribal Premium Sponsorship Program JAD Sessions. Due in November. **Overdue**
  - o (1.1.1.9.1.3) Document Business and Functional Requirements for Tribal Premium Sponsorship Program. In progress. Due in December.
  - o (1.1.1.9.4.1) Integrate Tribal Requirements with Exchange Teams and Finalize Use Cases. Scheduled to start in October and due in December 2012. **Not started. Overdue.**

- o (1.1.1.9.5) Create Indian Addendum. In progress. Started in Jan 2012 and scheduled to complete in June 2013
- o (1.1.1.9.8) Continue to create and execute a Tribal Communication and Outreach Plan for Oregon Tribes, Urban Indians and Out-of-State American Indian and Alaska Native tribes. In progress. Due 2/2013
- **Staffing Plan for Programs and Operations**
  - o (1.1.5.1.1) Develop assumptions to support staffing program – in progress. Due 12/31/12
  - o (1.1.5.1.2) Develop workload management model – originally due 12/31/12. Suspended for rework. Triz is working on this.
- **Corporate Finance**
  - o (1.1.5.2.1.1) Develop and Document Fraud, Waste and Abuse Strategy, Policies and Procedures. Due 3/2013. In progress and on track.
  - o (1.1.5.2.1.3.1) Delegation of Authority; Determine Signature Authority Policy and Protocol. Scheduled to start 11/1/12, due 1/2/13. Not started.
  - o (1.1.5.2.1.4) Document Retention Schedule; working with other program staff, jointly determine Document Retention Policy and Procedures. Scheduled to start 11/1/12. **Not started.**
  - o (1.1.5.2.2.2.1) Set-up detail level and summary level Accounting Structures. Scheduled to start 10/1/12. **Not started.**
  - o (1.1.5.2.2.2.2) Draft a policy report establishing the HIX Corporation Accounting Methods. In progress. Due 1/2/13.
  - o (1.1.5.2.2.2.3.1) Create Plan to Develop and Manage Workflows for PeopleSoft Implementation. Scheduled to start 10/1/12. **Not started.**
  - o (1.1.5.2.2.8) Accounts Receivable A/R work flow documentation and developing system automation to summarize, transmit, and post daily receivables. In progress and due 11/1/12. **Overdue.**
  - o (1.1.5.2.2.9) Accounts Payable A/P work flow documentation; policies and procedures for electronic disbursements. Schedule to start 9/1/12. **Not started.**
  - o (1.1.5.2.3.5) Set up Program Accounting; Establish Chart of Accounts. Scheduled to start 11/1/12. Status is started but not in progress. Due 1/2/13. **Overdue**
  - o (1.1.5.2.5) Set up short- and long-term Budget & Forecasting Models. Due 11/30/12. In progress. **Completion not verified.**

- o (1.1.5.2.5.2) Build revenue models; cost Recovery Model for Medicaid and Overhead Cost Allocation Model. In progress. Due 4/1/13
- o (1.1.5.3) Set up Payroll and Timekeeping for Hourly Employees. Due 1/2/13. **Status not confirmed.**

#### **3.2.4. Technology**

- (1.1.8.3.1) Establish data architecture. In progress. Due 1/2013.
- (1.1.8.3.2) Establish technical architecture. In progress. Due 1/2013.
- (1.1.8.3.4) Establish Business architecture. In progress. Due 1/2013.
- (1.1.8.3.5) Establish Security architecture. In progress. Due 1/2013.
- (1.1.8.4.2.1) Establish and Document Technology Management Strategy (Software, Hardware, Networking Standards). In progress. Due 1/2013.
- (1.1.8.5.1) Develop Software Roadmap. Scheduled to start 8/1/12. Status is started. Due 12/31/12.
- (1.1.8.5.2) Establish Capital Expenses. **Complete.**
- (1.1.8.5.3) Operations and Maintenance Expenses. **Complete.**
- (1.1.8.6.1) Establish Business Continuity Plan. In progress. Due 5/2013.
- (1.1.8.6.2.1) Set Disaster Recovery Return to Service objectives. Scheduled to start 10/1/12. Due 5/31/13. Status is Not Started.
- (1.1.8.7.1) Create IT Privacy and Security Policies and Guidelines. Due 8/2013. **Ahead of Schedule.**
- (1.1.8.7.2) Implement IT Privacy & Security Management. In progress. Due 8/2013

#### **3.2.5. Funding / Federal**

- (1.1.6.1.3) Submit Level 2 Federal Grant Application. **Complete**
- (1.1.6.1.4.3) CMS/CCIIO Federal Certification Evaluation. In progress.

#### **3.2.6. Procurement / Contracts**

- Update IGA with OID (review of Exchange Plans) - Due 12/31/12. **Not started**
- Update IGA and OHA - Due 3/2012. **Not started**
- Follow up with DCBS regarding data use agreement with NAIC/SERFF - in progress. Due 12/31.

### 3.2.7. Human Resources

- 1.1.5.4.1.1 Develop FMLA/OFLA Forms and Time Tracking Procedures. In progress. Due 1/2/13
- 1.1.5.4.3 Develop Recruitment Processes; formal application process is due on 1/2/13 and Status is Started; Hiring process is in progress and due 1/2/13.
- 1.1.5.4.4.1 Develop New Hire Orientation. Scheduled to start on 11/1/12. **Status not confirmed.**
- 1.1.5.4.4.2.1 Develop Benefits open enrollment and renewal process(es). **Complete**
- 1.1.5.4.4.3 Develop staff training on Discrimination, harassment, HIPPPAA, Policy Handbook, Diversity. Various activities scheduled to start @ 10/31/12, 11/1/12 and end by 12/31/12, 1/2/13. **Status not confirmed.**
- 1.1.5.4.4.4 Develop Supervisory training on Discrimination, harassment, HIPPPAA, Policy Handbook, Diversity. Various activities scheduled to start @ 10/31/12, 11/1/12 and end by 12/31/12, 1/2/13. **Status not confirmed.**
- 1.1.5.4.4.5 Develop Safety/Drug Awareness training. Scheduled to start 11/1/12 and end 12/31/12. **Status not confirmed.**
- 1.1.5.4.5.1.1 Draft FMLA/OFLA Policy. In progress. Due 11/30/12. **Status not confirmed.**
- 1.1.5.4.5.2 Develop Employee Handbook. In progress. Due 11/30/12. **Status not confirmed.**
- 1.1.5.4.6.1 Compliance; Develop Affirmative Action Plan and Reporting Process. Schedule to start 10/1/12. Last status was Not Started. **Current Status not confirmed.**

## 4. Key December Activities

Section 4 provides information around key areas of focus in the coming month of December. These areas include Cover Oregon Activities, HIX-IT Activities and Shared Services activities.

### 4.1. Key December Activities

#### 4.1.1. Communications Program

- (1.1.1.2.2.1) Acquire Communication Plan Implementation Vendor; Review, finalize and release RFP

#### 4.1.2. Community Partners

- (1.1.1.3.3.3) Amend existing OHA/DHS Contracts - Status is not started. **Overdue.**
- (1.1.1.3.3.8) Develop IGA with OHA - in progress.

#### 4.1.3. Customer Service Program

- (1.1.1.4.2.1) Create Customer Service Training Content. Due 2/2013.
- (1.1.1.4.4.2.1.3) Identify Secondary Service Center Location. In progress. Due Jan 2013
- (1.1.1.4.4.4.3) Get Service Center Trainer on board - **overdue as of November 1**

#### 4.1.4. Plan Management

- (1.1.1.5.1.2.1) Develop Health Plan Certification Standards - in progress due at the end of December
- (1.1.1.5.1.4.1) Determine Carrier Requirement for Participation - **Due in November. Overdue**
- 1.1.1.5.3.5 Receive Medical and Dental RFA Responses - in progress. Due in December
- 1.1.1.5.5 Develop Policies and Procedures for Carrier Performance Oversight - in progress. Due in December 2013

#### 4.1.5. Reporting Program

- (1.1.1.6.1.1.2.1) Define Plan Management report requirements - scheduled for completion 15 November. **Overdue**

- (1.1.1.6.1.1.3.1.4) Create report specifications for SHOP program. In progress. Due 2/2013
- (1.1.1.6.1.1.3.1.4) Create report specifications for SHOP program. In progress. Due 2/2013
- (1.1.1.6.1.1.8) Develop Reports for Financial Management: Define Report Requirements for Financial Management. **Due in November. Overdue**; Create report mockups and define report specifications scheduled to start in November. **Not started.**
- 1.1.1.6.1.1.9 Develop Reports for Information Technology: Define report requirements and create report mockups for Information Technology due in November. Overdue; Validate Mockups and create report specifications scheduled to start in December and November respectively. **Not started.**

#### **4.1.6. Individual Program**

- (1.1.1.7.2) Develop Rules and Process for Eligibility. Off-ramp processes for non-automatable Medicaid categories and DHS programs. In progress. Due Jan/2013.

#### **4.1.7. SHOP Program**

- (1.1.1.8.1.1) Develop Group Eligibility Policies and Procedures - Write policies and rules around the common Carrier contract terms and how they are implemented. In progress. Due in December 2012.
- (1.1.1.8.3.2) Continue work to define scope and practice parameters for account managers begun in October and scheduled for completion at the end of March 2013.
- (1.1.1.8.4) Define Policies and Procedures for Eligibility Updates and Terminations. In progress. Due 3/2013

#### **4.1.8. Tribal Program**

- (1.1.1.9.1.1) Hold Tribal Premium Sponsorship Program JAD Sessions. Due in November. **Overdue**
- (1.1.1.9.1.1) Hold Tribal Premium Sponsorship Program JAD Sessions. Due in November. **Overdue**

#### **4.1.9. Premium Accounting**

- (1.1.3.1.1.2) Continue work to set up Electronic Funds Transfer Capability. Due 2/2013.

- (1.1.3.1.2) Work continued to set up billing processes and to do PeopleSoft prep work for the same.
- (1.1.3.1.3.5) Efforts to set up reconciliation were completed and the work to do development prep for reconciliation in PeopleSoft continues through 8/2013.
- (1.1.3.1.9) PeopleSoft system development prep for QHP Financial policies, guidelines and standards continue through the month of November. Tasks are being validated by CO Controller. Dates may change.

#### **4.1.10. Corporate Operations**

- Procurement
  - Update IGA with OID (review of Exchange Plans) – Due 12/31/12. **Not started**
  - Update IGA and OHA – Due 3/2012. Not started
  - Follow up with DCBS regarding data use agreement with NAIC/SERFF – in progress. Due 12/31.
- Create Staffing Plan for Programs and Operations
  - Create Staffing Plan for Programs and Operations

#### **4.1.11. Corporate Finance**

- (1.1.5.2.1.3.1) Delegation of Authority; Determine Signature Authority Policy and Protocol. Scheduled to start 11/1/12, due 1/2/13. **Not started.**
- (1.1.5.2.8.2.1) Federal Financial Audit Compliance; Develop a Matrix of year-end reports. Scheduled to start and end in December.

#### **4.1.12. Human Resources**

- (1.1.5.4.1.1) Develop FMLA/OFLA Forms and Time Tracking Procedures. In progress. Due 1/2/13
- (1.1.5.4.3) Develop Recruitment Processes; formal application process is due on 1/2/13 and Status is started; Hiring process is in progress and due 1/2/13.

#### **4.1.13. Facility Management**

- (1.1.5.5.1.3) Bridgeport Office Move. **Complete**

#### **4.1.14. HIX-IT System Development (From HIX IT Schedule)**

- Iterative Design Review (Federal Gate Review). **Complete**
- (1.2.3.2.2) Iteration 15 Development. In progress and on track.
- (1.2.3.2.3) Iteration 16 Development: Planning Activities - Complete backlog prioritization and Use Case Activities; Requirements for Use Cases and PeopleSoft elements to be developed are available.

#### **4.1.15. Shared Services (From Shared Services Schedule)**

- (4.2.11) Define WebCenter Requirements & Design. In progress. Document & Baseline Webcenter detailed requirements and Design integrated Webcenter with Deloitte Design 1&2. Due 1/2013
- (4.2.17.2) Detail MAX ICD Requirements & Design
  - (4.1.17.2.1) Carrier. In progress. Due 4/1/13
  - (4.2.17.2.2) CMS. In progress. Due 3/25/13
  - (4.2.17.2.3) ORS. In progress. Due 4/1/13
  - (4.2.17.2.4) OTH. Scheduled to start 1/9/12. Not started (0% complete). Due 2/22 13
  - (4.2.17.2.5) SERFF. In progress. Due 1/28/13
- 4.3.1 Construct MAX Interfaces (SOA)
  - (4.3.1.1) Carrier. In progress. Due 4/19/13
  - (4.3.1.3) CMS. In progress. Due 4/19/13
  - (4.3.1.5) Begin ORS Interface construction. Due 5/2013.
  - (4.3.1.6) Begin SERFF Interface construction. Due 3/2013.

## **5. Oregon Legislative and Federal Oversight**

### **5.1. Oregon Legislative Update**

- Legislative Days are scheduled for December 11-13. Cover Oregon will be attending the session and will be prepared to report as requested.

### **5.2. Federal Oversight Update**

- (1.2.4) Cover Oregon participated in the planning and execution of the Federal Gate Reviewed scheduled for November 6, 2012.
- (1.2.5) Cover Oregon in conjunction with Oracle, HIX IT, and OIS completed a series of budget meetings designed to provide the financial estimates necessary to submit Cover Oregon's Level 2 Grant application due on 11/15/2012. This task is on track for completion.

## 6. Project and Operational Risks

The section below includes two tables that are pulled directly from the Cover Oregon Risk, Issues and Decision (RID) log which is the tool utilized by the Risk Management Team. For a review of the complete RID log, it is stored on DropBox at the following location: DropBox\Master Decision Log\Master RID Log Update

The first table is a list of the open risks that have been identified as both “high probability” and “high impact” by Cover Oregon. The table columns are a subset of the full RID log and were reduced to fit into this report for readability purposes. The second table lists those items in the RID log that have been closed by Cover Oregon.

As a reminder, the Risk, Issues and Decision (RID) Management Team meets weekly and includes the CIO, CPO, Operations Manager, COO (optional), RID management facilitator and quality assurance liaison.

### 6.1. Selected Open Risks (High risk probability & High impact)

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
<u>R-0001</u>	<u>Timeline</u>	<u>Aggressive Timeline - Implementation schedule / iteration plan</u>	<u>5/4/12</u>	-	-
<u>R-0008</u>	<u>OIS running 3 IT projects</u>	<u>Resources are limited and spread across three projects (HIX IT, Modernization, CCO work)</u>	<u>5/4/12</u>	<u>Aaron Karjala*</u>	<u>OIS/Oracle business side attention to focus on HIX-IT issues as a priority and to minimize resource contention.</u>
<u>R-0010</u>	<u>PeopleSoft</u>	<u>PeopleSoft implementation has been delayed due to resource constraints on the Oracle side.</u>	<u>8/6/12</u>	<u>Mark Penserini</u>	<u>9/13/2012 - PeopleSoft team on board and reviewing BRD/FRDs and Flows</u>
<u>R-0013</u>	<u>Modernization/ MMIS</u>	<u>Medicaid legacy system interfaces</u>	<u>5/24/12</u>	<u>Aaron Karjala Triz delaRosa</u>	<u>Need to include Amy and the SI vendor into the conversation. Triz and Aaron will take the lead in driving to a solution. We also need to review the SI Vendor's SOW in parallel.</u>
<u>R-0025</u>	<u>Inter-Org Coordination</u>	<u>Without a professional and collegiate working relationship between agencies at the highest executive level, conflicts and communication issues will continue and likely worsen.</u>	<u>9/6/12</u>	<u>Rocky King *</u>	<u>Cover Oregon's CEO and OHA's Director are working together with their direct reports working on the Cover Oregon project to work through inter organizational expectations. Options and plans re in progress to define on paper how these relationships will work going forward.</u>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
<u>R-0026</u>	<u>Inter-Org Coordination</u>	<u>Without close cooperation, decisions made without appropriate analysis of the impact on ORHIX.</u>	<u>9/6/12</u>	<u>Aaron Karjala*</u>	<u>Cover Oregon has asked to be included in design and policy making activities at OHA. There is a cross team working group on the business side. On the technical side, CO's CIO has opened talks with Oracle's acting CTO for the MAX program. CO's business model is being articulated to OHA on multiple fronts to insert CO's needs into the decision making process at MAX and HIX-IT. This is a work in progress.</u>
<u>R-0029</u>	<u>Human Resources</u>	<u>The dynamic nature and fast organizational growth of ORHIX may create significant staff stress and frustration. Communication and HR support systems will be severely taxed.</u>	<u>9/6/12</u>	<u>Triz delaRosa*</u>	<u>Cover Oregon has a structured approach to grow its team through comprehensive orientation, frequent department, operational and staff meetings. A team has also been formed to address the forming culture at Cover Oregon. Communication and HR staff are growing to meet our growing demand to fill out our staffing plan.</u>
<u>R-0039</u>	<u>Product Content</u>	<u>The shared services components (Security, MDM) will be implemented later in the process, potentially resulting in significant rework. In addition, process flows may need to change and or expected functionality may not be available when shared services</u>	<u>9/6/12</u>	<u>Aaron Karjala*</u>	<u>Cover Oregon's project manager over Shared IT Services attends all Security and MDM meetings and is working to help the teams get more structured, establish plans and embed with the business and HIX-IT functional teams to identify remaining</u>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
		<u>models are over laid on the existing builds.</u>			<u>requirements and identify critical development dependencies.</u>
<u>R-0053</u>	<u>Testing</u>	<u>Lack of a dedicated test environment will limit the exposure of the SME's with the product that is being developed. It is very important that SME's have ample time to play with the design so they may be able to refine the design as necessary. The SME's should also be encouraged to use non-industry personnel, i.e., public users to get feedback on the public facing components of the exchange. Lack of a dedicated test environment will require significant coordination with the IT testers and a reduced amount of time to access the system.</u>	<u>9/6/12</u>	<u>Aaron Karjala*</u>	<u>According to Oracle, the integration environment will be available to Cover Oregon by 11/21. While this is later than Cover Oregon had hoped, it will give CO the opportunity to conduct informal testing of the delivered code up to i14. Once we have established the stability of the environment, we will look to bring in external personnel where their experience in the integration environment would differ significantly from the clickable prototype used for usability testing. Bob Wort from CO will continue to work closely with HIX-IT and Oracle to ensure rapid deployment to the integration environment for subsequent iterations.</u>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
<u>R-0066</u>	<u>Interface Testing Scope</u>	<u>The test team was not aware that they had interface testing as part of their scope and the need is within 8 weeks.</u>	<u>10/23/12</u>	<u>HIX-IT</u>	<u>Cover Oregon's project manager over Shared IT Services attends all interface meetings and is working to help the Interface Team link with the Testing Team once they are more firmly established to make sure the testing scope includes interface testing during integration, system and user acceptance testing.</u>
<u>R-0073</u>	<u>Staffing</u>	<u>Staffing timing, model and FTE count/duties not finalized and are high level SWAG with many dependencies</u>	<u>10/21/12</u>	<u>Damian Brayko</u>	-
<u>R-0074</u>	<u>Security</u>	<u>Security Decisions affecting user profile creation in the system are delayed and impacting UI development decisions</u>	<u>10/21/12</u>	<u>Damian Brayko</u>	-
<u>R-0078</u>	<u>Premiums</u>	<u>Formal process for redistribution of premiums to carriers hasn't been defined</u>	<u>10/21/12</u>	<u>Mike Smith</u>	-
<u>R-0079</u>	<u>UAT and Training schedule alignment</u>	<u>Potential UAT and Training schedule mis-alignment with the overall program schedule, may result in project not meeting training milestones</u>	<u>10/21/12</u>	<u>Bob Wort</u>	<u>Asses validity of current testing and training milestones Formulate testing schedule to meet the training milestones</u>
<u>R-0083</u>	<u>SERFF Delays</u>	<u>Any Delays in SERFF updates may impact high volume of manual process. Should delays occur within the upgrade of the SERFF tool, manual processing will be required to</u>	<u>10/24/12</u>	<u>Susan Rassmussen</u>	<u>Utilize staffing from other CO areas for entry of Plan level data</u>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
		<u>ensure Plan Level data is loaded into the CO web system for downstream enrollment processing.</u>			
<u>R-0095</u>	<u>Enterprise level ALM</u>	<p><u>Insufficient HIX-IT resource level associated with ALM efforts.</u></p> <p><u>HIX-IT's commitment to automated testing through ALM is critical to the delivery of a fully tested application to UAT</u></p>	<u>10/29/12</u>	<u>Bob Wort</u>	<p><u>Cover Oregon is working closely with HIX-IT to ensure that there is a solid succession plan in place now that Phill Shaffer has moved on. There are weekly meetings with Rebecca Sponsel (ALM Project Manager) to discuss the role of ALM and how Cover Oregon can help in the implementation of the product. Also, on a tactical level, Bob Wort (CO) is in daily contact with Dave Votaw (HIX-IT - who is now working for Rebecca and has responsibility for preparing the HIX artifacts in ALM to enable automated testing).</u></p>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
<u>R-0098</u>	<u>CO Schedule Critical Path</u>	<u>Required schedules will not be stable and available in a practically accessible format in time to prevent Cover Oregon project miscalculations and reporting errors that may affect strategic project decisions.</u>	<u>10/29/12</u>	<u>David Ford</u>	<p><u>Get the Shared Services schedule onto MS Project 2010 or establish a spreadsheet export that serve as an intermediary platform between the Shared Services and the Cover Oregon and HIX-IT project schedules.</u></p> <p><u>Stabilize Deloitte UI Schedule dates/time frames and establish a weekly update schedule.</u> <u>Establish an agreed format for the Deloitte UI schedule that will enable ready integration into the Cover Oregon and HIX-IT project schedules.</u></p> <p><u>Integrate HIX-IT, Deloitte UI and Shared Services project schedules into the Cover Oregon schedule to create a master project schedule.</u></p>
<u>R-0102</u>	<u>Cover Oregon Development of Consistent Documentation Structure</u>	<u>Without a clearly defined and agreed upon format for documentation of policies, procedures and decision making across program areas, the organization will not have the ability to determine scope.</u>	<u>11/9/12</u>	<u>Jessica Wagner</u>	<u>Development of organizational documentation format and decision making procedures</u>

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
R-0103	<u>ID Customer of Cover Oregon</u>	<u>CO's ability to produce complete records in any legal proceeding, properly evaluate validity of information and/or decisions made relating to a customer who has prior contact with CO and didn't fill out an eligibility application or refused to provide their SSN.</u>	<u>11/9/12</u>	<u>Nora Leibowitz Triz delaRosa</u>	<u>CO should make a policy decision and develop appropriate use cases and processes that would ensure customers are given a unique identifier at their first contact. This identifier should be used in all future contacts with the customer to allow all contact records and transactions to be linked together in the systems.</u>
R-0104	<u>Use Case Update Velocity</u>	<u>Due to the velocity of Use Case updates and completion, system development will not be completed within the currently scheduled time frames for development iterations 16 and 17.</u>	<u>11/8/12</u>	<u>Matt Lane</u>	<u>Project Managers are finalizing a scope management process that will serve as a gate for proposed new development work. New or updated Use Cases will need to be prioritized against work already planned for future development iterations. Criteria to be used will be Schedule Relief vs. Business Relief, and readiness of infrastructure and shared services components. If, based on Oracle's estimates, scope exceeds development capacity, Cover Oregon will determine build priority and start looking at non-automation approaches for scope that fell to the back of the work package backlog inventory in order to launch required services by October 1st.</u>

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Risk Number	Risk Name	Risk Description	Date Opened	Assigned To	Mitigation Plan
R-0001	Timeline	Aggressive Timeline - Implementation schedule / iteration plan	5/4/12		
R-0008	OIS running 3 IT projects	Resources are limited and spread across three projects (HIX IT, Modernization, CCO work)	5/4/12	Aaron Karjala	OIS/Oracle business side attention to focus on HIX-IT issues as a priority and to minimize resource contention.
R-0013	Modernization/MMIS	Medicaid legacy system interfaces	5/24/12	Aaron / Triz	Need to include Amy and the SI vendor into the conversation. Triz and Aaron will take the lead in driving to a solution. We also need to review the SI Vendor's SOW in parallel.
R-0025	Inter-Org Coordination	Without a professional and collegiate working relationship between agencies at the highest executive level, conflicts and communication issues will continue and likely worsen.	9/6/12	Rocky King *	
R-0026	Inter-Org Coordination	Without close cooperation, decisions made without appropriate analysis of the impact on ORHIX.	9/6/12	Aaron Karjala*	
R-0029	Human Resources	The dynamic nature and fast organizational growth of ORHIX may create significant staff stress and frustration. Communication and HR support systems will be severely taxed.	9/6/12	Triz delaRosa*	
R-0039	Product Content	The shared services components (Security, MDM) will be implemented later in the process, potentially resulting in significant rework. In addition, process flows may need to change and or expected functionality may not be available when shared services models are overlaid on the existing builds.	9/6/12	Aaron Karjala*	
R-0053	Testing	Lack of a dedicated test environment will limit the exposure of the SME's with the product that is being developed. It is very important that SME's have ample time to play with the design so they may be able to refine the design as necessary. The SME's should also be encouraged to use non-industry personnel, i.e., public users to get feedback on the public facing components of the exchange. Lack of a dedicated test environment will require significant coordination with the IT testers and a reduced amount of time to access the system.	9/6/12	Aaron Karjala*	
R-0066	Interface Testing Scope	The test team was not aware that they had interface testing as part of their scope and the need is within 8 weeks.	10/23/12	HIX-IT	
R-0073	Staffing	Staffing timing, model and FTE count/duties not finalized and are high level SWAG with many dependencies	10/21/12		
R-0074	Security	Security Decisions affecting user profile creation in the system are delayed and impacting UI development decisions	10/21/12		
R-0078	Premiums	Redistribution of premiums to carriers	10/21/12		
R-0079	UAT and Training schedule alignment	Potential UAT and Training schedule mis-alignment with the overall program schedule, may result in project not meeting training milestones	10/21/12		Asses validity of current testing and training milestones Formulate testing schedule to meet the training milestones
R-0083	SERFF Delays	Any Delays in SERFF updates may impact high volume of manual process. Should delays occur within the upgrade of the SERFF tool, manual processing will be required to ensure Plan Level data is loaded into the CO web system for downstream enrollment processing.	10/24/12	Susan Rasmussen	utilize staffing from other CO areas for entry of Plan level data

**6.2. Closed Risks**

**6.3. Closed Risks**

<b>Risk Number</b>	<b>Risk Name</b>	<b>Risk Description</b>	<b>Date Opened</b>	<b>Assigned To</b>	<b>Mitigation Plan</b>
<u>R-0002</u>	<u>Schedule</u>	<u>Lack of schedule detail - We currently don't have a built out project plan that gives us enough details, timelines, milestones, etc.</u>	<u>5/4/12</u>	<u>Mark Penserini</u>	<u>David Ford has completed the Project Plan/Schedule and has started to socialize. There will be several meetings to review and make changes.</u>
<u>R-0005</u>	<u>Iteration</u>	<u>Iteration planning is lagging - No work was done in iteration 9 due to a disconnect between HIX-IT and Oracle</u>	<u>5/4/12</u>	<u>Mark Penserini</u>	<u>We are in a 4th month of iteration and we have made great strides to get things on track. We will be doing 22 use cases in the month of August for iteration 13.</u>
<u>R-0006</u>	<u>Corporation</u>	<u>HIX Corp is a new organization, with its corporate culture, practices and procedures still in development.</u>	<u>5/3/12</u>	<u>Damian Brayko</u>	<u>The Corporation will continue to grow and add additional staff as the ramp up for "Go Live". Management recognizes this and has ongoing efforts in this area.</u>
<u>R-0012</u>	<u>HIX-IT Project will not complete on time</u>	<u>Concern over the ability for HIX-IT along with Oracle to complete their development of the Oracle platform on time.</u>	<u>8/23/12</u>	<u>Mark Penserini</u>	-
<u>R-0042</u>	<u>Product Content</u>	<u>If dependencies are not clearly understood, the current roadmap will have items move on the schedule without warning.</u>	<u>9/6/12</u>	<u>Aaron Karjala*</u>	-

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
<u>R-0043</u>	<u>Product Content</u>	<u>The functional and technical design documents generated by Oracle maybe utilized by other HIX technical employees at a future date.</u>	<u>9/6/12</u>	<u>Aaron Karjala*</u>	-
<u>R-0075</u>	<u>Staffing</u>	<u>Inaccurate forecast for budgeting, staffing and facility space and systems</u>	<u>10/21/12</u>	<u>Jeff Robison</u>	-
<u>R-0076</u>	<u>Budget</u>	<u>Inaccurate funding requested for L2 grant process</u>	<u>10/21/12</u>	<u>Jeff Robison</u>	-
<u>R-0077</u>	<u>Eligibility</u>	<u>If system isn't ready to maintain data between OHA and Cover Oregon we have a risk to our ability to maintain continuity with the customer in determining eligibility</u>	<u>10/21/12</u>	<u>Jeff Robison</u>	-
<u>R-0080</u>	<u>Delayed UI Work Submission</u>	<u>Recently identified UI work for completed use cases submitted for development was delayed because UI development was not identified at time of Use Case completion.</u>	<u>10/24/12</u>	<u>Susan Rasmussen Jessica Wagner</u>	-
<u>R-0085</u>		<u>Inaccurate funding requested under the L2 grant process</u>	<u>10/29/12</u>	<u>Jeff Robison</u>	-
<u>R-0086</u>		<u>Late development of processes and training information for the Service Center</u>	<u>10/29/12</u>	<u>Jeff Robison</u>	-
<u>R-0087</u>	-	<u>If systems aren't ready to maintain data between OHA and Cover Oregon we have a risk to our ability to maintain continuity with the</u>	<u>10/29/12</u>	<u>Jeff Robison</u>	-

<u>Risk Number</u>	<u>Risk Name</u>	<u>Risk Description</u>	<u>Date Opened</u>	<u>Assigned To</u>	<u>Mitigation Plan</u>
		<u>customer in determining eligibility</u>			
<u>R-0090</u>	<u>Medicaid Eligibility and Services</u>	<u>Need to continue to identify “who will do what” between OHA, DHS and CO regarding Medicaid eligibility and services</u>	<u>10/29/12</u>	<u>Georgann Helmuth</u>	-
<u>R-0091</u>	<u>Enterprise Security Impact on Login</u>	<u>Security decisions affecting user profile creation in the system are delayed and impacting UI development decisions</u>	<u>10/29/12</u>	<u>Georgann Helmuth</u>	-
<u>R-0092</u>	<u>First Premium Payments for Individuals</u>	<u>Still working to finalize process for collecting first premium payments for individuals</u>	<u>10/29/12</u>	<u>Georgann Helmuth</u>	-
<u>R-0096</u>	-	<u>Development of consumer facing portal is dependent on User Experience design</u>	<u>10/29/12</u>	<u>Jessica Wagner</u>	-
<u>R-0097</u>	-	<u>Changes to UI will need to be incorporated into future iterations through change management process in order to maximize scope</u>	<u>10/29/12</u>	<u>Jessica Wagner</u>	<u>Deploy change management process</u>

