

The California Health Benefit Exchange:
Eligibility and Enrollment Stakeholder
Workgroups' Kick-off

Friday, July 15, 2011



Agenda

- Introduction
- Workgroup Goals
- Team
- Workgroup Participants
- Workgroup Process
- Business Process Discussion Schedule
- Q&A
- Contact Us

Workgroup Goals

- To obtain focused stakeholder input on key eligibility and enrollment issues
- To ensure transparency and coordination across health coverage programs
- To support the development of options for Board consideration in September 2011

Principles

- “No Wrong Door” service system
- Culturally and linguistically appropriate oral and written communications
- Seamless transition between health programs
- Reduction in the burden of establishing and maintaining eligibility
- Consumer privacy protection

Team

- Alex Kemper McCall-Policy Analyst (HBEX)
- Bill Obernesser-Information Technology Policy Advisor (HBEX)
- Bobbie Wunsch-Facilitator
- Ernesto Sanchez-Deputy Director (MRMIB)
- Irma Michel-Consultant (HBEX)
- Jim Suennen-Associate Secretary, Community Engagement (CHHS)
- Katie Marcellus-Assistant Secretary (CHHS)
- Len Finocchio-Associate Director (DHCS)
- Pat Powers-Interim Administrative Officer (HBEX)
- Rene Mollow-Chief, Medi-Cal Eligibility Division (DHCS)
- Yolanda Richardson-Consultant (HBEX)

Individual Exchange Workgroup Participants

Representatives from the following stakeholder communities will participate:

- Consumers
- Health Plans
- Providers
- Counties
- Labor
- State

SHOP Exchange Workgroup Participants

Representatives from the following stakeholder communities will participate:

- Consumers
- Health Plans
- Brokers
- Small Business
- Labor
- State

Process

- Each workgroup will meet every other Friday beginning July 29, 2011.
- Each workgroup meeting will be two hours and will be conducted by Webinar.
- The public will be welcome to listen to each workgroup discussion.
- Meeting schedules and agendas will be posted on the website prior to each workgroup meeting.

Business Process Discussion Schedule Individual Exchange

Discussion Topic	Discussion Points	Level 1 Grant Target Date	Meeting Dates
Consumer Experience-Part 1	<ul style="list-style-type: none"> • Mail-in process • On-line enrollment • Call Center application functions • Face-to-face service • Service standards 	Jul –Sep 2011	July 29, 2011 August 12, 2011
Eligibility Process	<ul style="list-style-type: none"> • Renewals • Transitions • Disenrollments • Appeals <p>Some aspects of the discussion will be affected by the release of federal regulations</p>	Jul –Sep 2011	August 26, 2011 September 9, 2011
Follow-up	Review options	Oct 2011	October 7, 2011

Business Process Discussion Schedule SHOP Exchange

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Q&A



We welcome input to today's presentation

Contact Us

- Visit our website: www.healthexchange.ca.gov
- Contact us: info@hbex.ca.gov