

**Appendix II
Required Reporting Information for Consultant Hiring**

Required Reporting Information for Individual Consultants

Proposed Consultants by Core Area -- Required information						
Core Area	Consultant/Organization	Nature of Services to be rendered	Relevance of services to project	Duration of services	Expected rate of compensation	Method of Accountability
Background research and evaluation	TBD	Develop an evaluation plan for the California Health Benefit Exchange. Services include identifying intended outcomes (e.g., in the areas of outreach/marketing, health care systems utilization changes, health outcomes); identifying possible secondary data sources and identifying any primary data collection needs along with associated study designs and methods; develop budget and implementation plan; and begin implementation	Under the terms of the Establishment grant, states are required to develop and implement evaluation plans including specific measures of how the grantee will evaluate its progress and measure success in each of the Exchange Establishment Core Areas.	2012-45 days 2013-113 days	2012- \$277/hr. for a total of \$99,720; 2013- \$277/hr. for a total of \$251,294	Exchange staff in the Research and Plan Management section will receive consultant deliverables, evaluate consultant performance and hold consultants to the terms of their engagements. Each contract will be assigned to in-house staff who will oversee the contract and deliverables.
Stakeholder consultation	TBD	Stakeholder Engagement and Advisory Groups Support	Support and facilitation of stakeholder and advisory group meetings and engagement	2012-45 days 2013-180 days	2012- \$50,000 2013- \$100,000;	Exchange staff will oversee and monitor each stakeholder and advisory group engagement activity to validate the effectiveness of the process
Governance, Legislative and Regulatory	TBD - Outside Legal Counsel/ Private based organization	Outside legal counsel for special projects, including contract drafting and negotiation as well as	Outside legal counsel is essential in the preparation and negotiation of	2012- 250 days 2013- 158 days	2012- \$500,000 2013- \$315,000	Staff Counsel and the General Counsel will review outside legal counsel's invoices to ensure the rates

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		litigation, in areas of the law in which state attorneys lack expertise. Such areas include, but are not limited to, complex intellectual property matters.	information technology contracts given the specialized intellectual property issues and complexity of the procurement contracts. Litigation often requires the expertise of outside counsel with expertise not available within current State attorney resources.			and services billed for are appropriate.
Governance, Legislative and Regulatory	TBD	Support development of the California Health Benefit Exchange Blueprint including development of Blueprint application and supporting documentation in 13 Exchange activity areas.	Development of the Blueprint application is a critical milestone which must be completed in the Level I (1.2) grant period in order for the Exchange to obtain federal certification	2013-45 days	2013-\$150,000	The Director of Policy Development will oversee the development of the blueprint in accordance with federal guidelines.
Qualified Health Plan Management	Health economist and evaluation research consultants/Private	Econometric analyses of health care delivery reform mechanisms to help measure success of the Exchange in driving delivery	The Exchange is charged with driving delivery system reform. Evaluation	2012-75 days 2013-125 days	2012- \$277/hr. for a total of \$166,200 2013- \$277/hr. for a total of \$277,000	Exchange staff will be responsible for oversight of performance by Consultants. They will also be responsible for evaluating whether QHP

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		system reform. In addition, QHP bidders will submit data and proposals requiring economic analysis and evaluation. The Exchange may develop pilot programs negotiated with QHP issuers which will be subjected to independent evaluation to determine if the pilot was successful.	research and economic analysis will assist in the process and support ongoing refinements to the QHP certification and re-certification standards and process.			issuers are performing according to the terms of agreement in their contracts. Data analysis, econometrics and evaluation research will help the Exchange be accountable to its stakeholders in demonstrating whether it has achieved its goals and guide the Exchange towards revision and development of future pilot projects in new areas of market reform.
Information Technology	TBD-internal/TBD	Outside consultants to provide support services for Exchange internal information technology support.	The services are essential for network configuration and construction of the internal network for the Exchange	2012-135 days 2013-180 days	2012- \$666,667; 2013- \$1,333,332	Deliverables-based contract. Deliverables will be reviewed by the Chief Technology Officer
Operations and financial management	Fiscal Review Consultant/Private Consultant	Outside fiscal consultant to review and develop internal and external system controls, and advise concerning the interface of insurance based systems with state control systems.	Expertise is needed to develop the internal and external monitoring systems given the complexity of interface between state .	2013 - 200 days	\$250 / hr. – 2013- \$400,000	Verify hours billed and evaluate quality of effort.
Operations and financial management	Financial Planning & Analysis/Private Consultant	Fraud prevention; premium accounting/reconciliation; accounting systems; FP&A system; policies/procedures	Ensuring accounting and payment practices are in accordance	2012-120 days; 2013-400	2012- \$250,000 2013- \$700,000	Verify hours billed and evaluate against quality of effort.

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			with federal requirements.	days		
Operations and financial management	Private Consultant	Outside consultant to review and draft HBEX grant applications and documents for review and approval by the federal government.	Technical Support for the development of grant documents as outlined in federal grant announcements	2012 - 15 days 2013 - 25 days	\$250 / hr. – 2012- \$30,000; 2013- \$50,000	Verify hours billed and evaluate quality of effort.
Operations and financial management	TBD/Private Consultant	Strategic Planning Services	Project management and ongoing strategic planning services ensure the Exchange can execute its programs and be responsive to external changes	2013 - 75 days	\$250 / hr. – 2013- \$150,000	Verify hours billed and evaluate quality of effort.

Required Reporting Information for Non-Individual Consultants

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Qualified health plan management	Plan Quality and Measurement Consultants/ Private consultants	Consultants will apply QHP certification standards regarding quality standards (accreditation) and measure the impact of delivery system reforms on plan performance, improvement	In order for QHP selection and plan oversight to be effective and robust, staff will need assistance from consultants to	8/31/12- 6/30/13	2012- \$296,944 2013- \$740,144	The Exchange staff will be responsible for overseeing performance by Consultants to make sure that work performed is within scope and of satisfactory quality. Exchange staff will review

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		in health outcomes for enrollees and similar data reported by plans and provider groups. QHPs are expected to submit data on compliance with QHP standards during the plan year and consultants for the Exchange can help verify and measure whether or not these standards have produced the desired reform of the health care delivery system.	design, collect and conduct independent verification of the performance measures and data reported by QHP issuers.			reports from consultants and draw conclusions about whether or not QHP issuers' claims about health care delivery reform successes are real.
Qualified health plan management	Actuarial consultants/ Private consultants	Actuarial consultants will assist with plan selection and premium negotiation as part of the selection process. Actuarial consultants will advise Exchange staff regarding changes in benefit plan design that might be proposed by QHP bidders. The Exchange anticipates that consumer feedback from use of the Exchange website regarding benefit plan design might prompt the Exchange to pursue benefit plan design changes and actuarial consultants can advise on how to make such changes without	Actuarial expertise is needed to evaluate benefit plan design options under consideration, including proposals from QHP issuers, to ensure compliance with federal rules and to provide Board and staff with critical information on elements such as cost-sharing, service limits, network design and the actuarial impact of certain	8/31/12- 6/30/13	2012- \$\$66,480 2013- \$155,120	The Exchange staff will also be responsible for overseeing performance by Consultants to make sure that work performed is within scope and of satisfactory quality. Exchange staff will meet regularly with actuarial consultants, review reports and data analyses and request special studies and review results as needed to support the Exchange's obligation to select and maintain a suitable number of QHPs for purchase through the Exchange in 2014, 2015 and 2016.

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		degrading the actuarial values of the products.	delivery system reforms.			
SHOP	TBD	Support for solicitation, selection, and training of SHOP Agents	Six months of temporary increased effort (four FTEs) to on-board SHOP Agents	1/1/2013-6/30/13	2013-\$576,000	Director of SHOP will oversee the development, deployment and evaluation of the SHOP agent program.
SHOP	TBD	Support for contracting and initiation SHOP Supplier Vendors	Six months of temporary increased effort (four FTEs) to on-board SHOP Supplier Vendor Contracts	8/31/12-2/29/13	2012- \$240,000 2013- \$240,000	Director of SHOP will be responsible for the oversight of contract deliverables as well as policy development and implementation.
SHOP	TBD	Support for application and testing of CALHEERS functionality for SHOP	15 months of temporary increased effort (four FTEs) to support CALHEERS development and test CALHEERS SHOP functionality	8/31/12-6/30/13	2012- \$288,000 2013- \$1,152,000	Director of SHOP will be responsible for the oversight of contract deliverables as well as policy development and implementation.
Eligibility and enrollment	TBD	Provide program materials in Medi-Cal threshold languages. Program materials will be available in culturally and linguistically appropriate formats respectful of California's diverse population.	Exchange materials must comply with state and federal language and cultural competency requirements and be accessible for California's diverse populations.	4/1/13-6/30/13	2013-\$300,000	Deputy Chief Operations Officer (or designee - Deputy Director of Eligibility and Enrollment) will review materials designed and validate completed deliverables.
Consumer assistance	TBD	Implement statewide outreach, education and	Need expertise and resources to meet	8/15/12-6/30/13	2012- \$7,831,348;	Director of Public Relations & Communications will

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and outreach		marketing strategies for insurance affordability programs (e.g., Individual Exchange, Medi-Cal, Healthy Families, Small Employer Health Options Program [SHOP]). Includes additional qualitative research to identify market segments, creative production, paid and earned media, public relations and digital/social media.	federal outreach requirements, including an assisters/navigators program, and to maximize enrollment and coverage of eligible Californians in coverage programs.		2013- \$15,662,696	review the impacts of strategies implemented on market segments. Metrics will be included in the Exchange evaluation plan,.
Consumer assistance and outreach	TBD	Implement the Assisters Program, including Navigators, to conduct outreach and enrollment assistance. Includes implementation of Assisters certification/registration process, training materials, compensation/payments, materials in other languages, and program administration and oversight.	In order to comply with the requirements of the Affordable Care Act, the Exchange must implement an outreach, education and marketing plan, as well as an assisters program. including navigators.	8/31/12-6/30/13	2012- \$2,364,266; 2013- \$4,728,532	Deputy Chief Operations Officer (or designee - Deputy Director of Eligibility and Enrollment) will review materials including training materials to ensure they are developed in accordance with program design.
Consumer assistance and outreach	TBD	Implement outreach and education grants to promote community awareness of insurance affordability programs (e.g., Individual Exchange, Medi-Cal and Healthy Families).	To comply with federal requirements and promote community awareness of insurance	8/31/12-6/30/13	2013 -\$6,500,000	Director of Public Relations and Communications will evaluate the effectiveness of the education program and validate the quality of the outreach provided.

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		Grantees will provide education and assistance to individuals potentially eligible for health care coverage.	affordability programs.			
Consumer assistance and outreach	TBD	Administer, monitor, oversee and evaluate success of the grant program.	Ensures effective oversight and evaluation of the outreach and education grant program above.	1/1/2013-6/30/13	2013- \$500,000	Director of Public Relations and Communications will monitor and evaluate the outreach and education activities to validate the effectiveness of the oversight program.
Information Technology	Accenture/ Accenture	Design, Development and Implementation of the CalHEERS solution	The services are essential in designing and developing the successful performance of the System Integrator.	8/31/12-6/30/13	2012- \$61,374,945 2013- \$44,500,000	Chief Technology Officer will monitor the deliverables outlined in the contract with project schedules to ensure project is on schedule
Information Technology	First Data Government Solutions/ First Data Government Solutions	Outside consultants to provide support services for project management support and oversight; business analysis and testing and technical architecture review of the successful performance of the California Health Care Eligibility and retention Systems during the development and implementation of the System Integrator.	The services are essential in managing and supporting the successful performance of the System Integrator.	8/31/12-6/30/13	2012- \$1,175,000 2013- \$2,350,000	Chief Technology Officer will evaluate the quality of the deliverables as tested and documented by the project management services.
Information	TBD	Provide Independent	The services are	8/31/12-	2012- \$200,000	The IT Project Director will

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Technology		Verification and Validation (IV&V) services during the Design, Development and Implementation (DDI) of the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS). The DDI will be performed by a System Integrator (SI) that will be selected based upon vendor responses to a separate solicitation (Solicitation HBEX4 – Request for CalHEERS Development and Operations Services.) Ensure that the CalHEERS IT solution meets required specifications and fulfills its intended purpose of the contract. It is a federal requirement to have IV&V oversight	essential in managing and supporting the successful performance of the System Integrator.	6/30/13	2013- \$400,000	monitor the effectiveness of the deliverables as outlined in the contract.
Information Technology	Eventus Solutions Group/Eventus Solutions Group	Outside consultants to develop solicitation documents that will be used to acquire the services of a private sector vendor to design, develop, and implement a state-wide Service Center to support the ACA related to HBEx, Medi-Cal, and Healthy Families.	Service Center is essential to provide customer support for Exchange related activities such as general health coverage information, plan selection, eligibility and enrollment, and plan provider	8/31/12-6/30/13	2012- \$650,000 2013- \$150,000	Chief Technology Officer will oversee the development and deployment and evaluation process for the obtaining Service Center support.

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			support.			
Operations and	Wakely Consulting Group/Private Consultant	Provide technical consulting services to assist the Exchange with financial analysis related to management of federal grant funds and grant requests and long-term financial sustainability. The Contractor will develop a Financial Sustainability Plan which identify funding levels and funding approaches to maintain the Exchange starting in 2016.	National expertise on the development and establishment of financial protocols, processes and infrastructure including the development of a financial sustainability plan as required for future requests for federal funding	8/31/12-6/30/13	2013- \$100,000	The Chief technology Officer will Verify hours billed and evaluate quality of effort.