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Connecticut's Health Insurance Marketplace

All-Payer Claims Database Advisory Group Meeting

June 12, 2014

Presentation Overview

- Approval of April 10, 2014 Meeting Minutes
- CEO/ED Update
- Update on DSS Data Collection
- Procurement Process
- Update on Proposed Timeline for Data Collection
- Update on Focus Group Findings
- Status of SIM Project and APCD Collaboration
- Status of Subcommittees
- Next Steps
- Future Meetings

CEO / ED Update

- Continuing to develop a detail contract document comprising of the following items:

  - *Contract items – Performance, Engagement of Contractor and Subcontractors, Operational, Duties of Exchange, Data confidentiality & security, Compensation & Payment, Terms & Termination, Intellectual property & ownership, Records maintenance / Access to Records / Financial statements, Insurance / indemnification, Compliance with laws, policies and procedures*

  - *Scope of Services items - Project management, Data management infrastructure, Data collection, Data management & analytics, Managed environment, Web development & deployment, Data security, Consumer research & communications, Security, and Sustainability planning*

CEO / ED Update

- Continuing to host various subcommittee meetings to address the following -
  - Data privacy, security & various laws governing it
  - Amending (in progress) DSG to accommodate inclusion of dental data from 2015
  - Deliberating and developing use cases, identifying barriers and analyzing technical considerations in including denied claims

- Planning & developing framework to support SIM via APCD

- Working with an external security auditor to conduct a comprehensive security audit of the data management vendor

- Customer research for price transparency, types and design of reports, structure of web based reporting tools

Update From DSS

Procurement Process

- Access Health Analytics (AHA) released a RFP to solicit proposals from Data Analytics vendors for implementation of an All-Payer Claims Database project on Jan. 27, 2014
- Prospective vendors were given one month period to respond (deadline of Feb. 28)
- Vendors were given an opportunity to ask questions by Feb. 9; 216 questions were received and answered by Feb. 14
- Vendor's Intent to Bid was set at Feb. 14 – 16 vendors expressed interest to submit bids
- By the deadline (Feb. 28), only 10 vendors submitted proposals
- Only 5 vendors met the criteria to be eligible for appraisal
- Top 3 were invited for Oral presentation; one could not come due to internal logistics
- Finalist was notified on March 31st, semi-finalist is on a holding pattern
- Contract work started immediately; current status is still on progress

Procurement Process – RFP Sections Overview

RFP Sections	Content Categories included within the RFP Section
Information	▪ Definitions ▪ Authorized Contact Person ▪ Questions Regarding this RFP ▪ Notice of Intention to Propose ▪ Proposal Due Date, Time and Location ▪ Oral Presentation/ Interviews and Discussion ▪ Confidentiality ▪ RFP Schedule of Events ▪ Responder Eligibility ▪ Contract Term ▪ Subcontractors
Background	▪ Introduction ▪ Project Overview and Scope of Solicitation ▪ Project Dependencies and Critical Success Factors ▪ Assumptions ▪ Project Organization
Scope of Work	▪ Project Timeline ▪ Approach to Design, Development and Implementation ▪ High Level Expectations ▪ Overview of Minimum Technical Requirements ▪ Deliverables ▪ Software and Hardware Requirements ▪ Service Level Specifications

Procurement Process – RFP Sections Overview (cont.)

RFP Sections	Content Categories included within the RFP Section
Contractor Qualification Reference Requirements	▪ Relevant Vendor References
Proposal Content Requirements	▪ Proposal Format ▪ Proposal Organization ▪ Cover Page ▪ Table of Contents ▪ Glossary of Terms and Abbreviations ▪ Insurance and Indemnification Requirements ▪ Records/Intellectual Property Requirements ▪ Executive Summary ▪ Assumptions ▪ Narrative Response ▪ Partnership Opportunities for CT APCD Sustainability ▪ Technical Solution, Approach and Methodology ▪ Qualification – Relevant Experience and Expertise ▪ Project Team and Organization Capacity ▪ References ▪ Key Deliverables and Project Implementation Schedule ▪ Response to the Requirements Traceability Matrix ▪ Response to Service Level Specifications ▪ Price Proposal ▪ Appendices

Procurement Process – RFP Sections Overview (cont.)

RFP Sections	Content Categories included within the RFP Section
Appendix A	Evaluation and Selection Process ▪ General Information ▪ Scoring Criteria ▪ Rights of Access Health Analytics in Evaluating Proposals ▪ Disqualification ▪ Notification of Award
Appendix B	Intent to Propose Form
Appendix C	Proposal Cover Sheet
Appendix D	Minimum Standards for Proposal Consideration
Appendix E	Minimum Technical Requirements
Appendix F	Key Milestones
Appendix G	Price Proposal Template
Appendix H	Notice of Special Compliance Requirements
Appendix I	Data Submission Guide
Appendix J	High Level Technical Specifications for Managed Environment (SAS Based Data Hosting Environment)

Procurement Process – Written RFP Scoring

Category	Possible Points
Response to Minimum Technical Requirements	20
Approach, Methodology, Key Deliverables and Project Implementation Schedule	25
Organizational Capacity (company, staffing, effort)	10
Relevant Experience and References	15
Partnership Opportunities for Sustainability	10
Price Proposal	15
Compliance with Contractual Terms and Conditions	5
Total Possible Points	100

Procurement Process – List of Reviewers

#	Sections	Reviewer 1 (Business & Technical)	Reviewer 2 (Business & Technical)	Reviewer 3 (Finance)	Reviewer 4 (Legal)	Reviewer 5 (Technical)
1	Technical Requirements	√	√			
2	Approach, Methodology, Key Del. & Proj Implementation Schedule	√	√			√
3	Organizational Capacity	√	√			
4	Relevant Experience & References	√	√			√
5	Partnership Opportunities for Sustainability	√	√	√	√	
6	Price Proposal	√	√	√		
7	Compliance w/contractual terms & conditions			√	√	

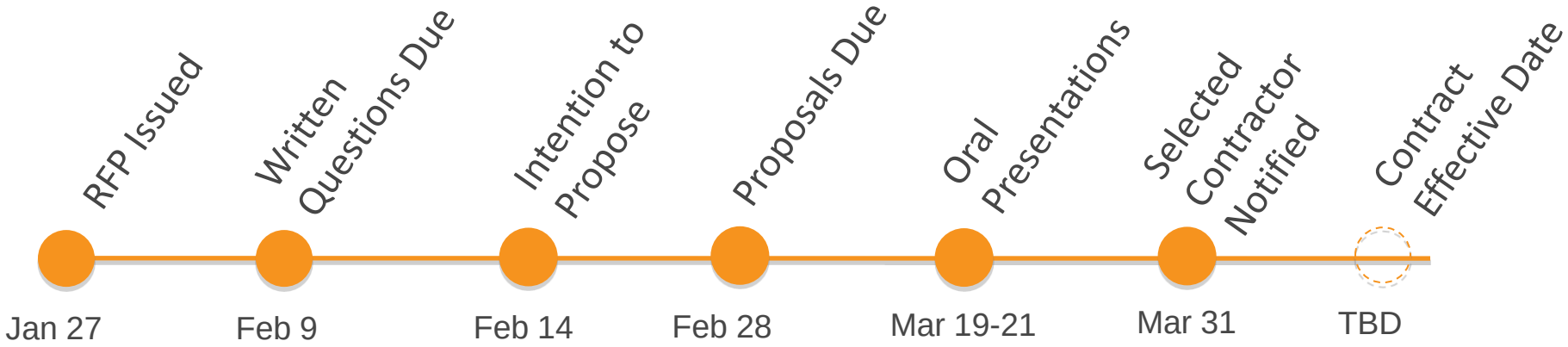
Procurement Process – Oral Presentation Agenda and Length

Topic	Time Allotted
Introductions and Company Background	10 minutes
Solution Overview	15 minutes
Solution Demo	30 minutes
Approach	25 minutes
Data Security and Privacy Practices	10 minutes
Team	10 minutes
Pricing	15 minutes
Break	10 minutes
Q&A	30 minutes
Closing Comments	5 minutes
Total	**2 hours, 40 minutes**

Procurement Process – Oral Presentation Scoring

Agenda Topic	Max Points
Company Background	5
Solution Overview	25
Solution Demo	25
Approach	15
Data Security and Privacy Practices	10
Team	10
Pricing	10
Q&A	-
Total	**100**

Procurement Timeline



Activity	End Date
RFP Issued	January 27
Written Questions Due	February 9
Notice of Intention to Propose	February 14
Proposals Due	February 28
Oral Presentations	March 19-21
Selected Contractor Notified	March 31
Contract Effective Date	TBD

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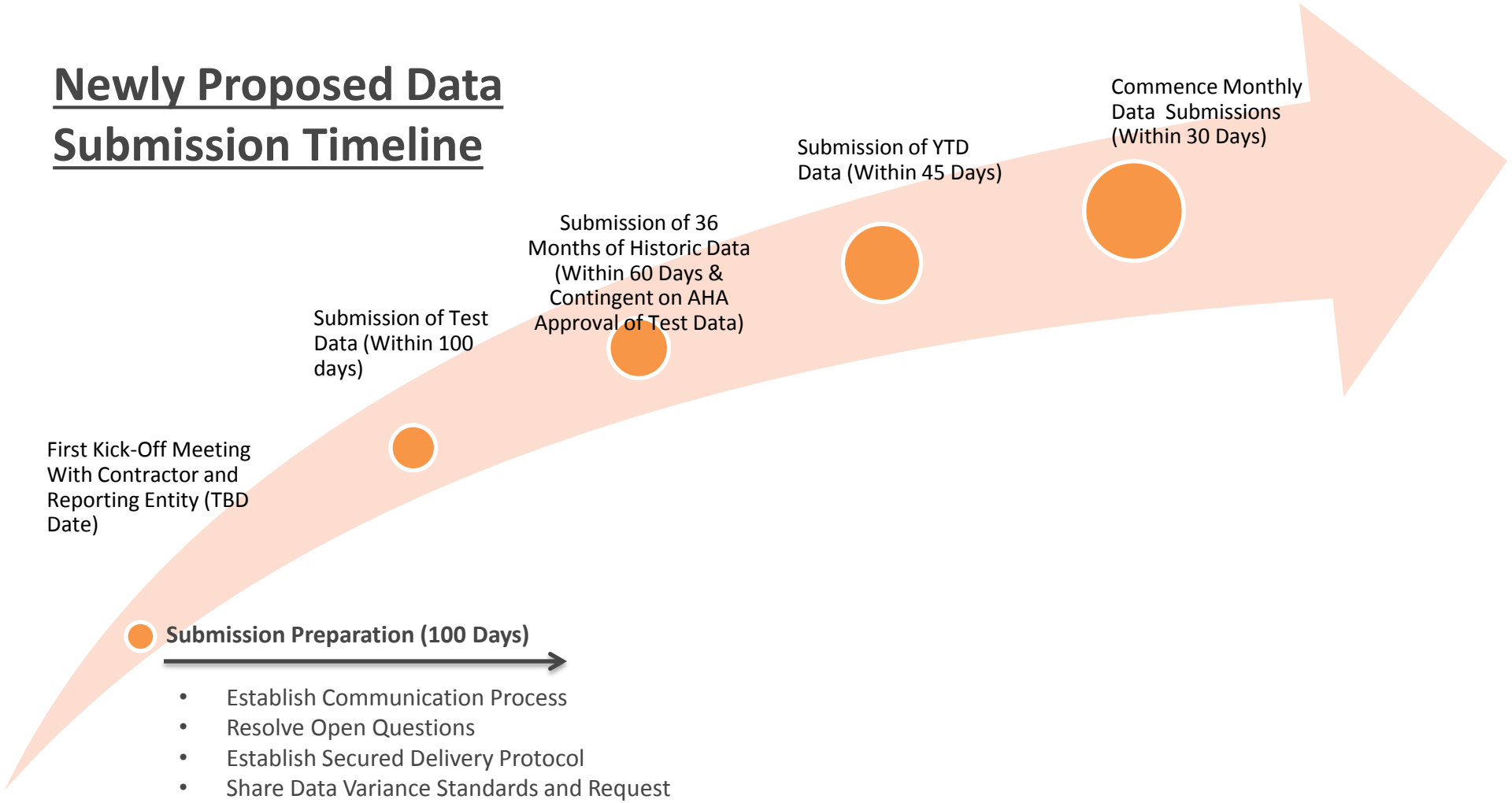
Proposed Timeline for Data Collection

Newly Proposed Data Submission Timeline



Submission Preparation (100 Days)

- Establish Communication Process
- Resolve Open Questions
- Establish Secured Delivery Protocol
- Share Data Variance Standards and Request Process

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Update on Focus Group Findings

- Conducted a focus group discussion on the topic of cost transparency on May 20th
- We set up two groups but were unable to have the second group at the appointed time & place
- The group we had discussions with had the following characteristics:
  - 7 people - 5 males, 2 females
  - 5 Whites/Caucasians, 2 African Americans
  - 5 from suburbs, 2 from Hartford
  - 3 from Medicaid, 4 from Commercial plans
- Focus of the questions were qualitative rather than quantitative on this topic

Update on Focus Group Findings (cont.)

Topics on Cost Transparency

- Willingness of focus group members to shop on costs & quality
- How is shopping influenced by:
  - Source of information
  - Distance
  - Quality uncertainty
  - Types of services
  - Uncertainty about benefits – deductibles, network
  - Ease of use / understanding of information reported
  - Sensitivity to costs of services
  - Trusts in quality rating authorities
  - Trusts in State APCD

Update on Focus Group Findings (cont.)

Highlights of Responses

- Generally members, even in Medicaid, are willing to use shopping tools to understand variations in costs
- Willingness and intensity of shopping around for costs are influenced by the following:
  - Familiarity to search for such information on the web or other sources
  - Richness of benefit plan has an opposite effect on search behavior
  - Quality uncertainty is also an important factor against shopping behavior
  - Serious and complicated surgery/condition has a negative impact on search behavior
  - Higher variations in costs have a positive impact on search behavior
  - Source(s) of quality rating, particularly consumer review is more important

Update on Focus Group Findings (cont.)

Highlights of Responses

- Generally positive response received about the shopping intent if such information is credible and easily available
- The respondents were very comfortable about interpreting numbers (reflecting various quality measures) of moderate size, say 3-4 rows and 3-4 columns
- Large tables with numbers are deemed too complex; symbols are more helpful to the respondents
- Most of the respondents have little knowledge about quality ratings and of the institutions reporting it. They feel more comfortable using patient reviews to rate providers
- They mentioned that they'll use APCD if the information is presented very easily, which means they need to get the information with minimal time on the web, say 5 minutes or less

Status of SIM Project and APCD Collaboration

- Background – project description, funding, etc.
- Operational requirement for SIM
- Data requirements – Medicaid, Commercial and Medicare
- Level of data analysis – enabling legislation may be required
- Edge serve technology to link Medicaid data with APCD data
- Funding opportunity to support SIM via APCD

Status of Subcommittees

Data Privacy & Security Subcommittee

- Dr. Robert Scalettar

Policy & Procedures Enhancement Subcommittee

- Matt Katz

Next Steps

Future Meetings

Access Health Analytics
All Payer Claims Database – 2014 Meetings Schedule
All meetings are held on the second Thursday of each month from 9:00 – 11:00 a.m. EST. (unless otherwise indicated)
*Session - indicates that the meeting will not be held at the LOB due to Legislative Session.

Date	Venue	Venue
January 9, 2014	9:00 – 11:00 AM	LOB, Room 1A
~~March 13~~ April 10, 2014	9:00 – 11:00 AM	*Session
~~May 8~~ June 12, 2014	9:00 – 11:00 AM	LOB, Room IE
July 10, 2014	9:00 – 11:00 AM	LOB, Room TBD
September 11, 2014	9:00 – 11:00 AM	LOB, Room TBD
November 13, 2014	9:00 – 11:00 AM	LOB, Room TBD