

**Project Work Plan and Timeline**  
**January 30, 2013**

**Year: 1**

**I. Plan Management Partnership**

Objective: Plan, develop and implement all the requirements set forth by the Center for Consumer Information and Insurance Oversight (CCIIO) to support a Plan Management Partnership exchange.

Results or Benefits Expected:

The New Hampshire Insurance Department will be able to fully administer all the Plan Management functions, including the certification of Qualified Health Plans (QHP), required under a State Partnership Exchange.

<b>Exchange Activity: Plan Management</b>			
<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
4.1 The appropriate State entity has the appropriate authority to evaluate certification applications, make recommendations of certification of QHPs, and oversee QHP issuers consistent with 45 CFR 155.1010(a) and other applicable law governing the FFE, consistent with FFE guidance, policies and procedures.	<ul style="list-style-type: none"> <li>Legislative Joint Healthcare Oversight Committee approves Plan Management Exchange</li> <li>Legislative Joint Fiscal Committee approves expenditure of grant funds in NHID budget</li> <li>Governor and Executive Council (G&amp;C) accepts Establishment Grant funds</li> </ul>	<p>February 2013</p> <p>February 2013</p> <p>February 2013</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel</p> <p>Project Manager</p>
4.2 The appropriate State entity has a process in place to recommend certification of QHPs pursuant to 45 CFR 155.101(c) and according to QHP certification requirements contained in 45 CFR 156 and FFE guidance, policies and procedures.	<ul style="list-style-type: none"> <li>RFPs posted for Project Manager, Compliance Examiner and Market Analysis Examiner, bids reviewed and evaluated</li> <li>Contracts for Project Manager, Compliance Examiner and Market</li> </ul>	<p>January/ February 2013</p> <p>February/ March 2013</p>	<p>Entity: NHID Deputy Commissioner NHID Health Leadership Team</p> <p>NHID Health Leadership Team</p>

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<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
	<ul style="list-style-type: none"> <li>Analysis Examiner approved by G&amp;C</li> <li>Bookkeeper/Admin Support staff hired</li> <li>Current workflow and plan of operations assessed</li> <li>New workflow and plan of operations engineered</li> <li>Procedure manuals and tools created to assist carriers and examiners in the form, rate and market review of insurers seeking certification as a QHP</li> <li>Initiate plan management functions</li> </ul>	<p>February 2013</p> <p>March 2013</p> <p>April 2013</p> <p>April 2013</p> <p>April/May 2013 and ongoing</p>	<p>NHID Health Leadership Team</p> <p>Project Manager</p> <p>Project Manager</p> <p>Project Manager, NHID staff, Consultants</p> <p>Division of CCS, Project Manager, Consultants</p>
4.3 The appropriate State entity uses a plan management system(s) or processes that support the collection of QHP issuer and plan data; facilitates the QHP certification process; manages QHP issuers and plans; and integrates with other Exchange business areas, including the Exchange Internet Web site, call center, quality, eligibility and enrollment, and premium processing	<ul style="list-style-type: none"> <li>NAIC SERFF system fully integrated with enhanced plan management functionalities within the NHID operational areas</li> </ul>	March 2013- July 2013 and ongoing	Entity: NHID SERFF Staff Project Manager Director, Division of Compliance and Consumer Services (CCS) Division Consultants
4.4 The appropriate State entity has the capacity to verify QHPs' ongoing compliance with QHP certification requirements pursuant to 45 CFR 155.1010(a)(2), including a process for monitoring QHP performance and	<ul style="list-style-type: none"> <li>Compliance and Market Examination Consultants RFP posted, bids reviewed and evaluated</li> <li>Compliance and Market Examination Consultants contract accepted by G&amp;C</li> </ul>	<p>January/ February 2013</p> <p>February/ March 2013</p>	Entity: NHID Deputy Commissioner NHID Health Team Deputy Commissioner NHID Health Team

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<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
collecting, analyzing, and resolving enrollee complaints.	<ul style="list-style-type: none"> <li>Process for monitoring QHP performance and resolving complaints delineated and incorporated into Department current process</li> </ul>	April 2013 and ongoing	Director, Division of Market Conduct and Enforcement
4.5 The appropriate State entity has the capacity to support QHP issuers and provides technical assistance to ensure ongoing compliance with QHP issuer operational standards.	<ul style="list-style-type: none"> <li>Project Manager and Compliance Examiner RFPs posted, bids reviewed and evaluated</li> <li>Project Manager and Compliance Examiner contracts accepted by G&amp;C</li> <li>Procedure manuals and tools created to assist carriers and examiners in the form, rate and market review of insurers seeking certification as a QHP</li> <li>Issuers are supported and provided technical assistance as needed</li> </ul>	January/February 2013  February/March 2013 April 2013  April 2013 and ongoing	Entity: NHID Deputy Commissioner Director, CCS Division Deputy Commissioner Director, CCS Division Project Manager, Consultants, NHID Staff  Project Manager, Consultants, NHID Staff
4.6 The appropriate State entity has a process for evaluating submissions/activities for QHP issuer recertification and decertification, and to make recommendations to the FFE, consistent with applicable law and FFE guidance, policies and procedures.	<ul style="list-style-type: none"> <li>Current workflow and plan of operations assessed</li> <li>New workflow and plan of operations engineered</li> <li>Procedure manuals and tools created to assist carriers and examiners in the form, rate and market review of insurers seeking certification as a QHP</li> <li>Evaluate QHP submissions</li> <li>Make recommendations to FFE</li> </ul>	March 2013  April 2013  April 2013  May 2013 and ongoing May 2013 and ongoing	Entity: NHID Project Manager Project Manager  NHID staff, Consultants  Project Manager, Consultants, NHID staff Division of CCS

<b>Exchange Activity: Plan Management</b>			
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4.7 The appropriate State entity has systems and procedures in place to verify with accrediting entities that have been recognized by HHS (per 45 CFR 156.275(c) that QHP issuers meet accreditation requirements (per 45 CFR 156.275) as part of QHP certification in accordance with applicable rulemaking and guidance. The appropriate State entity has systems and procedures in place to collect data on QHP issuers' existing accreditation (if applicable) from accrediting entities that have been recognized by HHS as well.	<ul style="list-style-type: none"> <li>Update NHID regulations and processes for collection of insurers' data including HIOS reports and information to meet QHP accreditation requirements</li> <li>Ensure QHP issuers meet accreditation requirements</li> <li>Post QHP certification on NHID website to ensure public transparency</li> </ul>	<p>April 2013</p> <p>July 2013</p> <p>July 2013</p>	<p>Project Manager LAH Legal Counsel</p> <p>NHID staff, consultants</p> <p>NHID staff, consultants</p>
4.8 The appropriate State entity has systems and procedures in place to verify that QHP issuers meet the minimum certification requirements pertaining to quality reporting and provide relevant information to the Exchange and HHS pursuant to Affordable Care Act 1311(c)(1), 1311(c)(3), 1311(c)(4), 1311(e)(3), and as specified in rulemaking.	<ul style="list-style-type: none"> <li>Current systems assessed to determine capability to ensure quality reporting is verified. New processes and systems developed as needed to ensure QHP issuers provide quality reporting and relevant information</li> <li>QHP issuers submit quality information</li> </ul>	<p>May 2013 and ongoing</p> <p>May 2013</p>	<p>Project Manager, Consultants</p> <p>Project Manager, Consultants NHID staff</p>
4.9 The State will participate in the Exchange's compliance with transition activities in 45 C.F.R. § 155.345(i) for State-based PCIP programs.	<ul style="list-style-type: none"> <li>A plan is developed for a smooth transition for the State-based PCIP program.</li> <li>State-based PCIP program is transitioned</li> </ul>	<p>July 2013</p> <p>October 2013</p>	<p>NHID staff, PCIP Administrator</p> <p>NHID staff, PCIP Administrator</p>

New Hampshire Plan Management Partnership														
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4.1 The appropriate State entity has the appropriate authority to evaluate certification applications, make recommendations of certification of QHPs, and oversee QHP issuers consistent with 45 CFR 155.1010(a) and other applicable law governing the FFE, consistent with FFE guidance, policies and procedures.														
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RFPs posted for Project Manager, Compliance Examiner and Market Analysis Examiner, bids reviewed and evaluated														
Contracts for Project Manager, Compliance Examiner and Market Analysis Examiner approved by G&C														
Hire bookkeeper/admn support staff														
Current workflow and plan of operations assessed														
New workflow and plan of operations engineered														
Procedure manuals and tools created to assist carriers and examiners in the form, rate and market review of insurers seeking certification as a QHP														
Initiate plan management functions														
4.3 The appropriate State entity uses a plan management system(s) or processes that support the collection of QHP issuer and plan data; facilitates the QHP certification process; manages QHP issuers and plans; and integrates with other Exchange business areas, including the Exchange Internet Web site, call center, quality, eligibility and enrollment, and premium processing														
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