



North Carolina Health Benefit Exchange

Preliminary Evaluation Planning

Presentation to Institute of Medicine,
Health Insurance Exchange and Insurance Oversight Work Group
January 11, 2012

Today's Goals

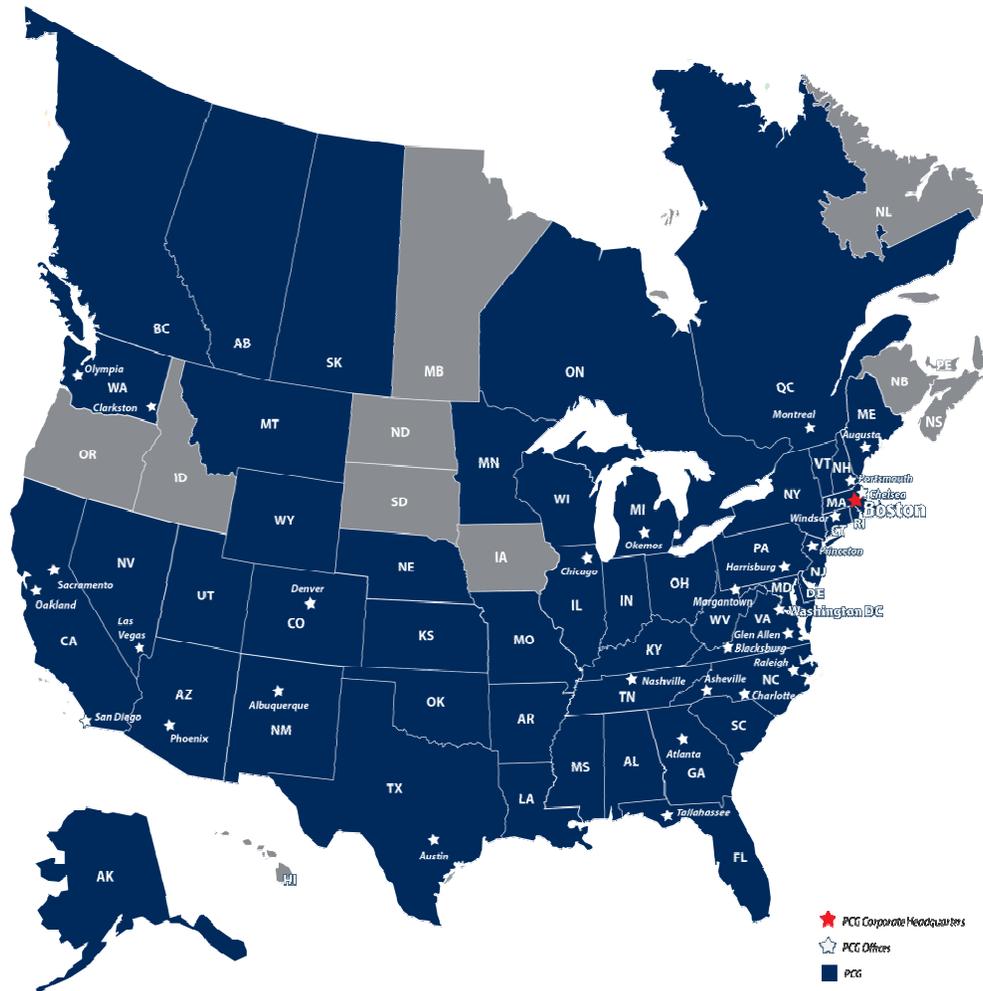
We have two goals for today's discussion:

- 1) Begin to develop *operational goals and measures* for inclusion in Level II NCHBE Grant Application and to inform preliminary requirement gathering; and,
- 2) Begin to list *Strategic Issues* that the NCHBE Board may want to consider and that would inform NC decision makers.

Topics of Discussion

- I. Background and Context
- II. Operational Measures
- III. Strategic Issues

Public Consulting Group



- National consulting firm established in 1986 operates 35 offices across the U.S., Canada and Poland.
- More than 1,000 employees providing management consulting, technology solutions and operational support for public sector clients
- PCG’s current work includes more than 1,000 active contracts in more than 40 states
- PCG | *Health* is a recognized leader in health care reform and health benefits exchange consulting, a leading provider of revenue enhancement, rate setting, and cost settlement services, and a leading provider of health care expense management services.

NCDOI Planning Activities

- PCG has been contracted by NC DOI to assist with HBE planning activities, including **Preliminary NCHBE Evaluation Planning**
- NC DOI has contracted with PCG for 2 areas:
 - Project #4 – Preliminary HBE Evaluation Planning
 - Project #5 –HBE Implementation Consulting

NCHBE Evaluation Planning

- To create an Evaluation Plan, NC DOI and PCG will be working on the following tasks:
 - ***Task 1 and 2: Identify Preliminary HBE Goals and Objectives***
 - *Task 3: Assess the Availability of Data*
 - *Task 4: Data Collection Strategy*
 - *Task 5: Baseline Data Assessment*
 - *Task 6: Performance Reporting Plan*
 - *Task 7: Preliminary Evaluation Plan*

Strategic Planning Process

Developing NCHBE measures will ultimately be a part of the NCHBE's comprehensive strategic planning process.

1. Vision, Values, Mission
2. Strategic Issues
3. Goals and Objectives
4. Performance Measures
5. Action Plans
6. Monitoring and Tracking

Strategic Planning Process

- The Board, when it's constituted, will work to develop the NCHBE's:
 - ***Vision*** – A statement of the NCBHE's aspirations for the future.
 - ***Values*** – List of characteristics that the Exchange stands for and believes in.
 - ***Mission*** – A statement of the NCHBE's purpose and reason for operating.

Strategic Planning Process

- Strategic Issues
- Goals and Objectives
- Performance Measures
- Action Plans
- Monitor and Tracking

Public Accountability and Transparency

Section 1311(d)(7) – requires public reports on Exchange activities

Section 1311(e)(3) requires additional reports that should include standardized data reporting on price, quality, benefits, consumer choice and other factors that will help measure and evaluate performance.

"Initial Guidance to States on Exchanges." *HealthCare.gov*. Web. <<http://www.healthcare.gov/law/resources/regulations/guidance-to-states-on-exchanges.html>>.

Standardized public data reporting will be needed to evaluate Exchange performance and assure transparency.

- Federal rules will *require accurate and timely public disclosure of coverage data and other key performance measures* to facilitate research, analysis, and evaluation.
- *Analysis of performance metrics will be critical* to identifying best practices that can be shared and used to improve the performance of all Exchanges.”

"Initial Guidance to States on Exchanges." *HealthCare.gov*. Web. <<http://www.healthcare.gov/law/resources/regulations/guidance-to-states-on-exchanges.html>>.

Level II Grant requirement...

- The Level II HBE Development Grant requires states to **clearly describe the data and methods it will utilize to measure the success of its Exchange**. Specifically, the grant application must include:
 - A detailed impact evaluation plan for the duration of the project period;
 - A discussion of key indicators to be measured;

U.S. Department of Health and Human Services. "Cooperative Agreement to Support Establishment of State-Operated Health Insurance Exchanges - Funding Opportunity #: IE-HBE-11-004. CFDA: 93.525 20." 20 Jan. 2011. Pg. 36

Level II requirements cont'd

- Methods proposed to monitor progress and evaluate the achievement of goals;
- Inclusion of updated plans for timely interventions when targets are not met or unexpected obstacles delay plans; and
- Inclusion of updated baseline data.
- Inclusion of a plan for ongoing evaluation of Exchange functioning once it is operational.

CCIIO's 5 Core Operational Functions of an Exchange

<i>Core Function</i>	<i>Description</i>
Consumer Assistance	Consumer support assistors; education and outreach; Navigator management; call center operations; website management; and written correspondence with consumers to support eligibility and enrollment
Plan Management	Plan selection approach; collection and analysis of plan rate and benefit package information; issuer monitoring and oversight; ongoing issuer account management; issuer outreach and training; and data collection and analysis for quality.
Eligibility	Accept applications; conduct verifications of applicant information; determine eligibility for enrollment in a Qualified Health Plan and for insurance affordability programs; connect Medicaid and CHIP-eligible applicants to Medicaid and CHIP; and conduct redeterminations and appeals.
Enrollment	Enrollment of consumers into qualified health plans; transactions with Qualified Health Plans and transmission of information necessary to initiate advance payments of the premium tax credit and cost-sharing reductions.
Financial Management	User fees; financial integrity; support of risk adjustment, reinsurance, and risk corridor programs.

Options for defining operational measures

Operational Measures are metrics designed to measure the activities of the NCBHE.

- Budget and Staffing
- Enrollments
 - Number
 - Demographics
- Consumer Contact Functions
- Number of insurance products offered
- Data interfaces with insurers and QHP certification

Potential roles of the Exchange

- Promote meaningful choice;
- Increase competition based on comparative cost, value, quality of care, and customer service;
- Reduce competition based on risk avoidance, risk selection and market segmentation;
- Provide a transparent marketplace;
- Increase consumer education and consumer protections;

Potential roles of the Exchange

- Assist individuals and employers in accessing health coverage, premium tax credits and cost-sharing reductions.”
- Encourage health promotion/illness prevention,
- Encourage improved care and chronic condition management,
- Encourage self management,
- Encourage more active engagement of patients in their own health, care management and coverage decisions.”

Advisory Group Recommendations

The Advisory Group identified certain core principles to guide the work of the different IOM work groups

- Improve Quality, Access, and Health Care Outcomes and Reduce Health Care Costs
- Improve Population Health
- Build on North Carolina's Strengths
- Increase Consumer Engagement

Summary of possible strategic issues

- Uninsured rates
- Access to care
- Health care costs
- Quality of care
- Population health
- Access to and transparency of different health plans

Next Steps

- ***Task 1 and 2: Identify Preliminary HBE Goals and Objectives***
- *Task 3: Assess the Availability of Data*
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Contact Sheet

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