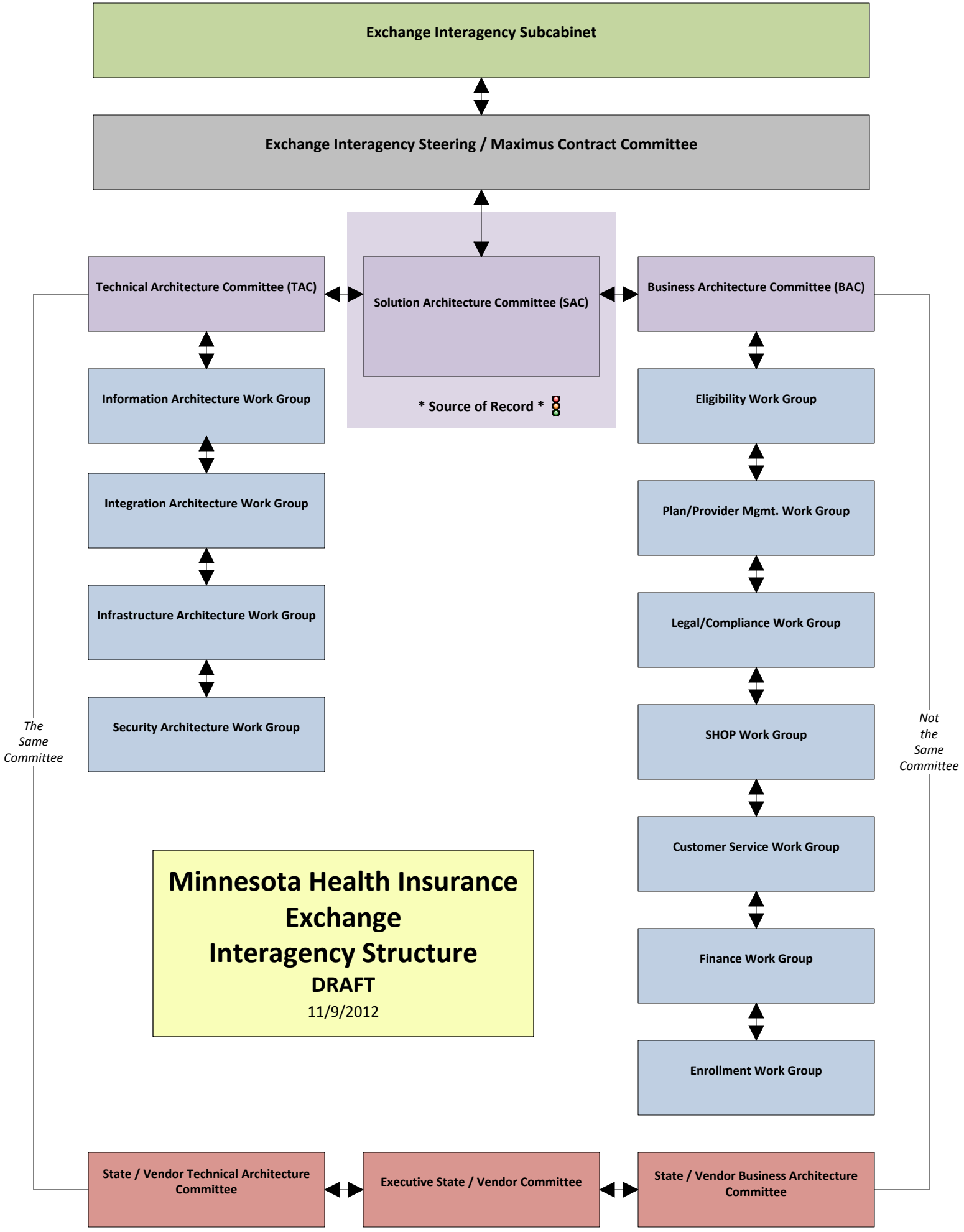
Exchange Interagency Subcabinet
Exchange Interagency Steering / Maximus Contract Committee
Technical Architecture Committee (TAC)
Solution Architecture Committee (SAC)
Business Architecture Committee (BAC)
Information Architecture Work Group
Integration Architecture Work Group
Infrastructure Architecture Work Group
Security Architecture Work Group
* Source of Record *
Eligibility Work Group
Plan/Provider Mgmt. Work Group
Legal/Compliance Work Group
SHOP Work Group
Customer Service Work Group
Finance Work Group
Enrollment Work Group
The Same Committee
Not the Same Committee
Minnesota Health Insurance Exchange Interagency Structure
DRAFT
11/9/2012
State / Vendor Technical Architecture Committee
Executive State / Vendor Committee
State / Vendor Business Architecture Committee

MINNESOTA HEALTH INSURANCE EXCHANGE
INTERAGENCY STRUCTURE GUIDING PRINCIPLES

Simplify and improve the consumer experience

- Create a simple one stop shop for consumers and small businesses to find, compare, choose, and obtain coverage - directing people to other or multiple sources for information and assistance does not simplify the consumer experience
- Streamline access to public and private coverage – consumers should have the same experience regardless of coverage type and service solutions should be consumer-focused, not program-focused
- Simplify coverage for families – strive to allow families to have all members in the same coverage plan and at a minimum be able to easily understand and manage different coverage sources for all family members
- Simplify coverage for small businesses – make coverage decisions easy, predictable, and affordable through defined contribution, and reduce administrative burdens so small businesses can focus on growing their business instead of managing health insurance
- Provide assistance to consumers and small businesses from sources they choose and trust

Encourage health care market innovation and competition on service, quality, affordability, and health outcomes

- Establish market and participation rules that promote insurer competition on value, not risk segmentation
- Maximize Exchange market share and influence with broad participation by individuals and small groups, not just those receiving tax credits
- Provide incentives and transparent, comparable, and easy to use ratings on insurer and health care provider cost, quality, outcomes, and customer satisfaction to promote consumer choice of high value plans and providers

Engage consumers in making more informed decisions to improve their health outcomes and reduce health care spending

- Create an environment where consumers are more responsible for their coverage choices
- Allow and promote portability and continuity of coverage for individuals and employees
- Provide comparable information on insurer and health care provider cost, quality, and customer satisfaction to encourage more informed consumer decision making

Foster more efficient, cost-effective, and adaptable processes and systems

- Take the opportunity to eliminate existing duplication and create more efficient processes
- Create processes and systems that are flexible and scalable to changing needs
- Focus on the best outcome, not current practice

Time is of the essence

- Must meet critical unmovable dates and prioritize federal Exchange requirements, additional functionality is desired but must take a lower priority
- Off the shelf software solutions must be used wherever possible and rarely allow customization to meet the timelines
- Against all other principles, this principle is the most important – focus on what must be done and how it can be done effectively by October 1, 2013

MINNESOTA HEALTH INSURANCE EXCHANGE
INTERAGENCY STRUCTURE WORK GROUP STRUCTURE

Interagency Structure Organization

Overall Charge

- Effectively execute design, development, and implementation activities for the Minnesota Exchange that involve multiple agencies
- Create an efficient process for decision making and issue resolution
- Establish clear communication, coordination, project management, and documentation mechanisms

Decision Making

- To ensure tight timelines are met, decisions must be made at the lowest operational level by work group leads authorized to make decisions related to their area of responsibility.
- When decisions involve multiple work groups and cannot be resolved or involve policy, budget, contingency, or prioritization issues, they must be brought to the next level in the structure for resolution.
- All issues will be resolved and communicated to work groups within two weeks or less depending on the issue.

Communication

- Each work group and committee must provide weekly status reports that document meeting minutes, progress on work plans, decisions made, and outstanding issues that require resolution.
- Standard formats will be used for communicating information and all reports shall be made available on the Exchange SharePoint site.
- All work groups and committees shall have work plans that tie in to one master work plan for the Exchange that follows a standard format.

Exchange Interagency Steering/ MAXIMUS Contract Committee

Charge

- Ensure execution of objectives from Exchange Interagency Subcabinet. Resolve issues raised by Solution Architecture Committee and escalate as needed to Subcabinet for resolution. Approve Maximus contract deliverables and change orders.

Decision Making

- Resolve issues raised by Solution Architecture Committee and escalate as needed to Subcabinet for resolution. Make decisions on Maximus contract deliverables and change orders.

Communication

- Communicate weekly consolidated status report and issues requiring resolutions to Subcabinet by end of day Tuesdays.
- Communicate Committee minutes and issue resolution to Architecture Committees by end of day Tuesdays for Exchange Interagency Steering Committee decisions and within one week following for Subcabinet decisions.

Participation

- Same as existing Maximus Contract Committee, plus work group leads as advisory but not as voting members.

Solution Architecture Committee (SAC)

Charge

- Resolve issues between technology and business brought forth from Architecture Committee chairs.
- Ensure coordination and integration of technology and business work plans into overall work plan.
- Bring unresolved issues to Exchange Interagency Steering Committee.

Decision Making

- Resolve issues between technology and business and escalate areas of disagreement, budget and contract change order issues, statutory/regulatory issues, execution of contingencies and reprioritization to Exchange Interagency Steering Committee.

Communication

- Consolidate and document general status, work plan progress, decisions made, and issues requiring resolution from Technical and Business Architecture work groups.
- Share status, work plan progress, decisions, and issues requiring resolution with Exchange Interagency Steering Committee and on Exchange SharePoint Site by noon on Mondays.
- Communicate decisions to Architecture Committees and work groups.

Participation

- Work group leads and chairs from both the Technical and Business Architecture Committees

Technical and Business Architecture Committees (TAC and BAC)

Charge

- Ensure that Technical and Business work groups are making necessary progress on Blueprint work plans and Exchange application development through Maximus contract.
- Resolve cross-functional issues between work groups within Technical and Business areas and escalate issues requiring resolution between technology and business to the Solution Architecture Committee and bring unresolved policy, budget, contingency, and prioritization issues to the Exchange Interagency Steering Committee.
- Ensure work group work plans are fully integrated into overall work plan. For the Technical Architecture Committee, work with vendors to align work activities, coordinate all architectural layers and implementation, provide overall architectural oversight across all project components, work in an integrated environment to avoid errors, assist with coordination of activities and responsibilities for technical team, and coordinate on activities and decisions.

Decision Making

- Decisions that are isolated to Technical or Business areas or build upon existing decisions brought forth from the Solution Architecture Committee or Exchange Interagency Steering Committee may be made by each Committee.
- Issues that involve technology and business must be brought to the Solution Architecture Committee for resolution or escalation to the Exchange Interagency Steering Committee.

Communication

- Consolidate and document work group general status, work plan progress, decisions made, and issues requiring multi-work group interaction or resolution.
- Share status, work plan progress, decisions, and issues requiring resolution with Solution Architecture Committees and on Exchange SharePoint Site by end of day on Thursdays.
- Communicate decisions to work groups. PMs of each Committee communicate with work group leads and their PMs on interaction with Maximus on contract work related to the work groups scope of responsibility.

Participation:

- Work group leads and chairs within the respective Technical and Business areas

Work Groups

Charge:

- Ensure daily progress on Blueprint work plan and Exchange application development through Maximus contract sprints within scope of responsibility (see below).

Decision Making:

- Each work group lead shall make decisions that are isolated to their scope of responsibility or build upon existing decisions brought forth from respective Committees.
- Issues that involve multiple work groups or policy or budget issues must be brought to the Architecture Committees for resolution or escalation to the Exchange Interagency Steering Committee.
- Each work group lead shall decide who participates in sprint activity under the Maximus contract and has authority to make decisions in sprints that are isolated to their scope of responsibility.

Communication:

- Document general status, progress on work plan, decisions made, and issues requiring multi-work group interaction or resolution.
- Share status, work plan progress, decisions, and issues requiring resolution with respective Architecture Committee and on Exchange SharePoint Site by end of day on Wednesdays.

Participation:

- Work groups must have participation from all agencies as appropriate. Work group leads may determine most appropriate size and structure for their work group, and shall work with agency leadership on the Exchange Interagency Steering Committee to get staff assigned.

Work Group Scope of Responsibilities

TECHNICAL INFRASTRUCTURE WORK GROUPS

Information Architecture Work Group

- This group is responsible and accountable for implementation and design decisions pertaining to data and information including data modeling, semantic data layer, messaging standards, integration data and information standards, data quality, ETL, archival, and data governance.
- Issues that have cross over impact into integration, infrastructure, and security architectures are managed at the TAC level. This work group is specifically responsible for portions of blueprint section 9.0.

Integration Architecture Work Group

- This group addresses the solution set that involves three commercial off the shelf product sets, plus the integration of those product sets to achieve the vision of the Exchange.
- This work group's focus is the integration of the product sets both internally and with external systems. Technical integration points will require this group to determine the best approach to the service oriented architecture required to meet the functional, time, standards and compliance criteria as determined by law.
- Issues that have cross over impact into information, infrastructure, and security architectures are managed at the TAC level. This work group is specifically responsible for portions of Maximus contract module 7 and blueprint section 9.0.

Infrastructure Architecture Work Group

- This group is responsible for creating the conceptual, design specifications, and operational architectural specifications for the data center, network, storage, server farm, middleware and operational components for the solution set.
- The infrastructure set requires sizing, physical and logical security, operational planning, people, process, and technology. The exchange solution requires tight integration of components through service oriented architecture, and the foundational middleware is key to realizing the solution.
- Issues that have cross over impact into information, integration, and security architectures are managed at the TAC level. This work group is specifically responsible for portions of blueprint section 9.0.

Security Architecture Work Group

- This group is responsible for designing conceptual, specification, and operational policy standards and guidelines for the solution set and the components that it integrates with.
- This group will address security issues between technology, business, legal and compliance. This work group will cross over into many of the other work groups both in business and technology as the decisions need to take into account many perspectives.
- Participation will include IT, legal, and policy experts that can interpret security, privacy and compliance requirements realized through process and technology instrumentation. Issues that have cross over impact into information, integration, and infrastructure architectures are managed at the TAC level.
- This work group is specifically responsible for portions of Maximus contract module 7 and blueprint sections 9.0 and 10.0.

BUSINESS ARCHITECTURE WORK GROUPS

Eligibility Work Group

- This group combines the existing Exchange/Human Services eligibility determination and continuity of care work groups to address issues of streamlined eligibility determination for premium tax credits and Medicaid, continuity of care and coordination of benefits for individuals moving between public and private coverage and families with members enrolled in public and private coverage, and effective account/case management services for these individuals and families.
- This work group is specifically responsible for Maximus contract module 1 and portions of module 7 (including eligibility, exemption, and account/case management) and blueprint sections 3, except portions of 3.3, 3.4, 3.6, 3.11, and 3.12 and portions of section 3.0 related to SHOP. Minnesota is exempt from blueprint section 3.14.

Plan/Provider Management Work Group

- This group combines existing Exchange/Commerce/Health /Human Services working groups addressing issues of plan certification/regulatory issues, health plan/provider quality measurement and display, and health plan/provider choice.
- This work group is specifically responsible for Maximus contract modules 4 (not including assistors) and 5 and blueprint section 4.0.

Legal/Compliance Work Group

- This group addresses legal, compliance, and privacy and security policy issues related to CCIIO/CMS/IRS compliance and appeals.
- This work group is specifically responsible for blueprint section 3.11 and portions of 3.6 and 10.0.

SHOP Work Group

- This group addresses requirements for the Small Business Health Options Program.
- This work group is specifically responsible for Maximus contract module 3, blueprint sections 6.1, and 6.3, and must interact with other work groups related to premium aggregation in section 6.2 and other sections related to eligibility in 3.0 and customer service in blueprint sections 2.6 through 2.8 and 3.3.

Customer Service Work Group

- This group addresses issues related to call centers, assistors (brokers, navigators, counties, tribes, others as applicable) and outreach for the Exchange.
- This work group is specifically responsible for portions of module 4 related to assistors and blueprint sections 2.4 and portions of sections 2.6 through 2.8, 3.3, and 3.4.

Finance Work Group

- This group addresses financial and accounting issues related to Exchange, Insurer, and IRS payment and reconciliation, including: e-payment and banking services, accounts receivables, and other accounting issues (SWIFT interactions).
- This group also addresses financial integrity, oversight, and reporting. This work group is specifically responsible for Maximus contract module 6 and blueprint sections 6.2, 8.0, 11.1 and 11.3.

Enrollment Work Group

- This group addresses issues related to health plan enrollment for private and public health insurance.
- This work group is specifically responsible for Maximus contract module 2 and blueprint section 3.12.