

MNsure Phase II Project

Deliverable #1 - Report and reconciliation matrix of current status of Deliverables across existing vendor agreements

June 10, 2014

Document Control Information

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Lead Vendor Project Background

Project Background and Objective

Deloitte Consulting LLP (Deloitte) was engaged by the State of Minnesota to assess, identify potential impacts and provide recommendations for the State's consideration on the go-forward strategy for ongoing operations, 2015 open enrollment and beyond.

Project Scope

1. Conduct an assessment of governance structure, decision-making processes, program and project management practices and provide recommendations for consideration to implement governance structure, program and project management controls and oversight
2. Conduct an assessment of the current state of the MNsure system from functional and technical perspective and provide recommendations for consideration for the short-, mid-, and long-term
3. Perform the following project activities:
 - Program and Project Management
 - Project Planning
 - Functional and Technical Systems Assessment
 - Release Management
 - Defect and Issue Tracking
 - Leadership and Planning of User Acceptance Testing (UAT)



Scope of this deliverable

Project Deliverables

Deloitte is contracted to produce five deliverables:

- 1. Report and reconciliation matrix of current status of Deliverables across existing vendor agreements**
2. Project Management Analysis and Considerations Report
3. Phase 1 Functional and Technical Assessment Report with a categorization of key functional and system gaps and considerations for a near-term system roadmap
4. Application Project Work Plan
5. Phase 2 Functional and Technical Assessment Report with a categorization of key functional and system gaps and considerations for a mid-term and long-term

The focus of this deliverable is the current status of Deliverables across existing vendor agreements

Executive Summary

- The purpose of this deliverable is to provide the State with a reconciliation of deliverables to date under the terms of its MAXIMUS and PwC contracts as they relate to the development and implementation of a health insurance exchange on behalf of the State.
- The MAXIMUS contract began on July 14, 2012 and currently expires on June 30, 2014. The PwC contract began on February 27, 2013 and expires on June 28, 2014. The MAXIMUS contract included 3 subcontractors (IBM/Cúram, Connecture and EngagePoint). At a high level, the MAXIMUS contract addressed most aspects of implementing a health insurance exchange with the exception of security functionality provided in large part by PwC. We did not identify deployment related services in either contract – including Contact/Call Center, Change Management, Training, Communication or Business Process development/re-engineering.
- It is our understanding that the division of responsibilities within the MAXIMUS contract was such that MAXIMUS served as the Program Manager; EngagePoint as the Systems Integrator and provider of systems integration functionality (particularly with the Federal Data Services Hub); Connecture provided the Enrollment, Plan Management, Shopping and Financial Management functionality and IBM/Cúram the Application Intake, Eligibility and Case Management functionality.

Executive Summary (continued)

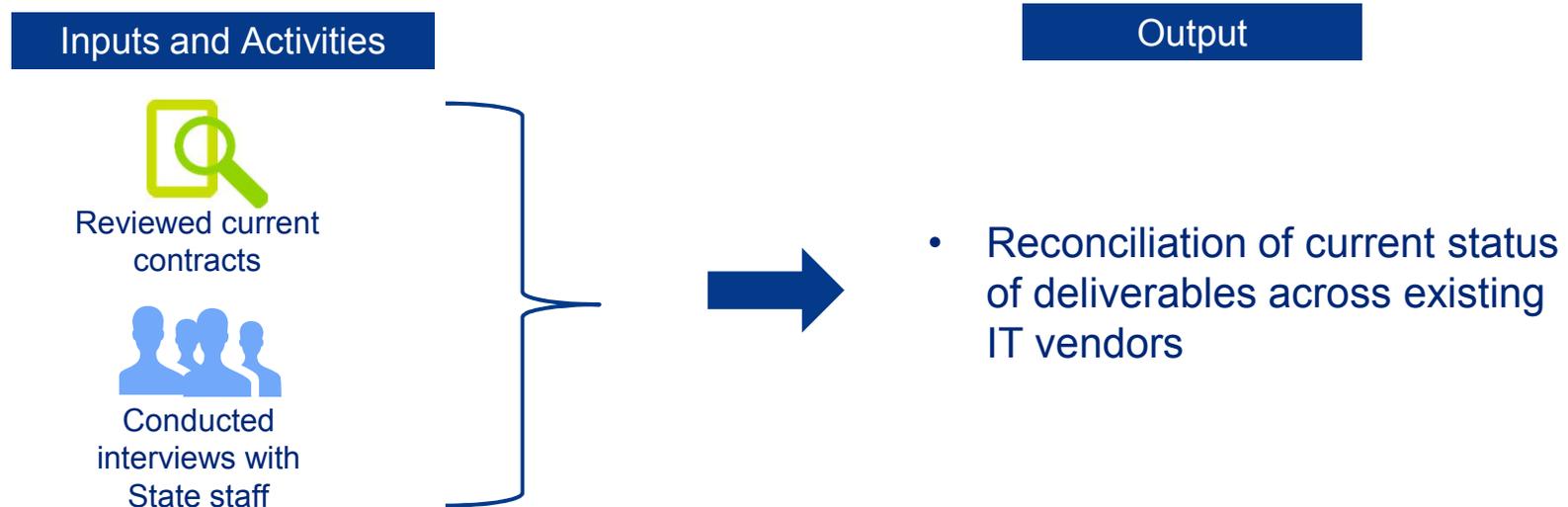
- The MAXIMUS contract structure was on a “not to exceed” basis equal to \$46,378,656 (\$37,570,897 services, \$1,757,760 in Time and Materials and \$7,050,000 in Licensing Fees) and comprises 31 deliverables. The PwC contract value is on a Time & Materials basis for \$5,535,892 and for which 8 deliverables were defined. The MAXIMUS contract provides for a 15% holdback amount (10% for retainage and 5% withholding) and the PwC contract a 10% retainage, to be released by the State at the completion of the project.
- Over the life of the MAXIMUS contract 5 amendments were executed, which focused on realigning the basis of deliverables from agile development which is how the system was being produced, to an approach that tied the deliverables to releases of system functionality.
- The contract was structured along a pre-release and 4 separate sequential releases dating May 2013, from October 2013, December 2013, March 2014, and July 2014. It appears the intent was to follow an incremental functionality development approach across releases. (Please note: the review of functionality delivered and gaps related thereto is the subject of 2 Deloitte deliverables due for submission to the State for its review on May 27, 2014 and June 24, 2014).
- Of the 31 deliverables under the MAXIMUS contract: 16 were approved and paid, 5 partially approved and partially paid, 5 submittal status being reviewed by the State, 4 not submitted, and 1 has been rejected. At the aggregate level, the amounts paid out under these 2 contracts to date is \$30,737,737 to MAXIMUS and \$3,682,106 to PwC, representing 66% and 67% of the respective total contract values. Over half of the payments (\$18,722,190) paid to MAXIMUS were made for the pre-release work in May 2013.

Executive Summary (continued)

- It is unclear if 1 remaining deliverable from Release 2 has been received, and if 4 remaining deliverables from Release 3 have been received, and the State is currently conducting analysis to determine if these have been received.
- At this point the State has not paid out \$15,640,919 of the MAXIMUS contract and \$1,853,786 of the PwC contract remains unpaid (including holdback/retainage).
- Although we could not identify formal system acceptance criteria or a process under the MAXIMUS contract, the contract provides for an initial 10 day deliverable review period with remediation. We understand the basis for the 15 pending/under review and 1 rejected deliverable are the subject of this review process. The submissions for these contested deliverables dates back 6 to 9 months.

Purpose, Scope and Approach

- The purpose of this deliverable is to provide a report and reconciliation matrix of current status of Deliverables across existing Information Technology (IT) vendor agreements
- The scope of existing IT vendor contracts for this deliverable is limited to MAXIMUS (subcontractors: IBM/Cúram, EngagePoint, Connecture) and PwC
- The approach was limited to a review of MNSure's contracts with their current IT vendors and interviews with State staff involved in contracting with IT vendors and managing the contract financials
- Analysis was conducted to create a reconciliation matrix of current status of deliverables across existing IT vendor agreements



Section 1.0

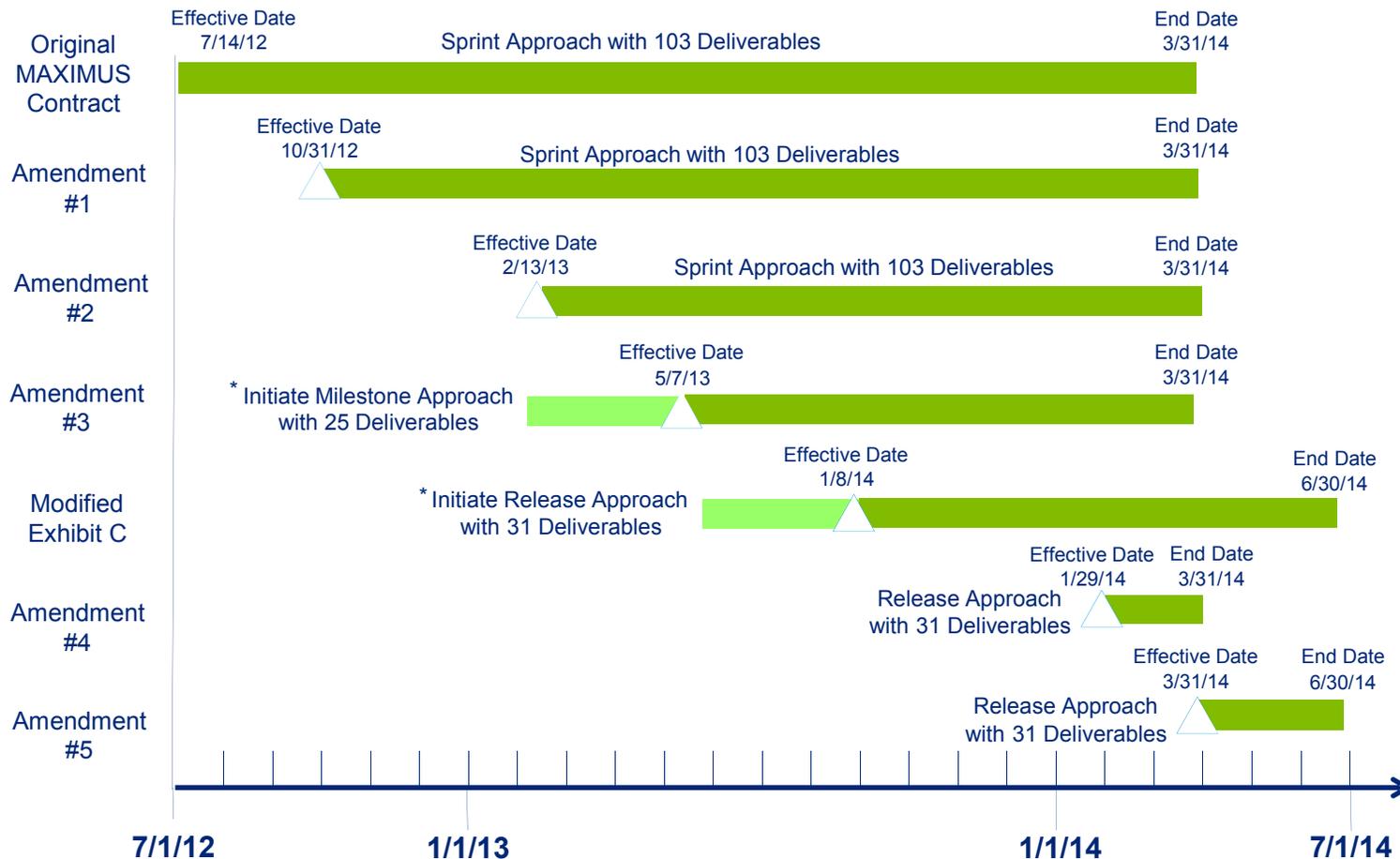
Introduction

1.1 Background of MNsure IT Vendor Contracts

- The State entered into a contract with MAXIMUS, as the prime contractor, to create a solution that meets federal legal requirements for health insurance exchanges under the ACA. The contract became effective July 14, 2012
- MAXIMUS subcontracted with IBM/Cúram, Conecture, and EngagePoint.
- The State also entered into a time and materials contract directly with PwC for system security related services
- The original MAXIMUS contract was amended 5 times, with the fifth amendment becoming effective March 31, 2014. Through these amendments, the State changed the project approach and deliverable schedule from “sprints”, to milestones, and eventually to releases
- The current Amendment #5 with MAXIMUS is set to expire June 30, 2014
- The original contract with PwC has been amended 3 times and is set to expire June 28, 2014

1.2 Timeline of MAXIMUS Contract

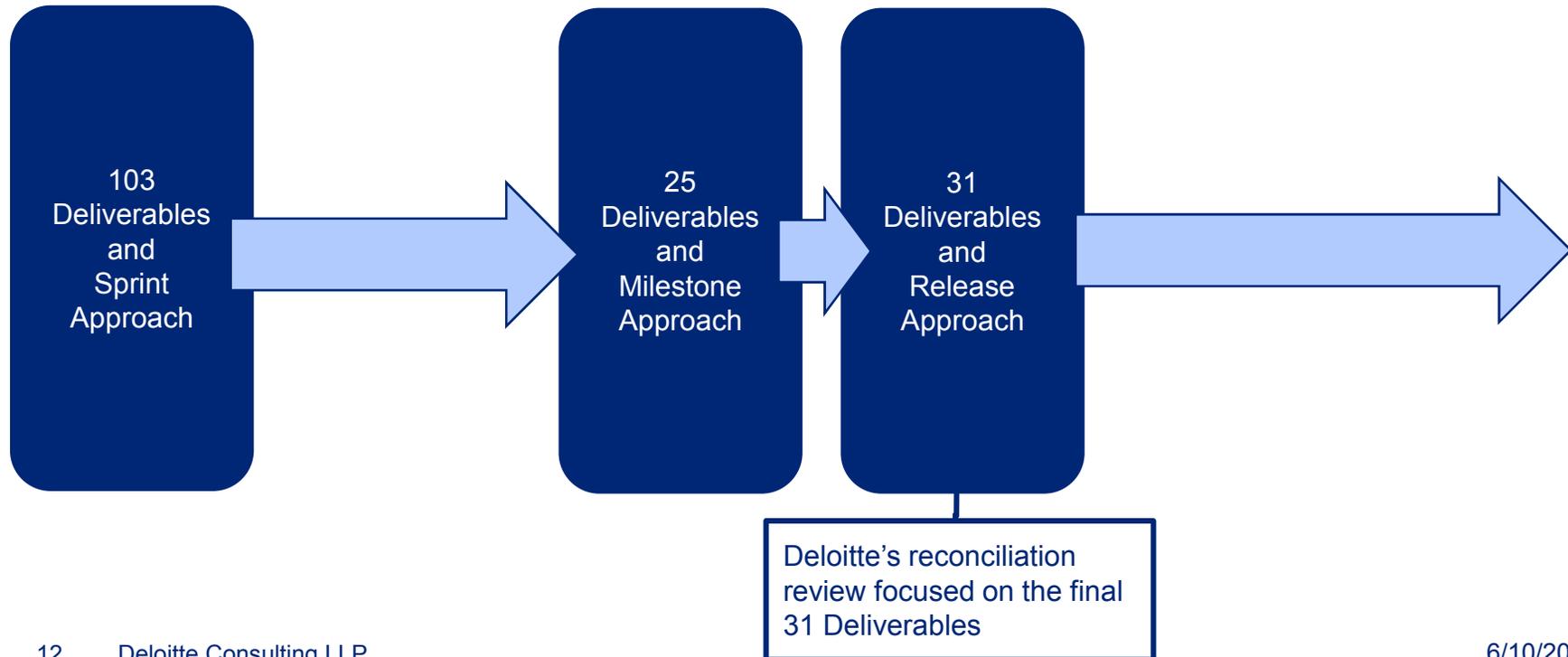
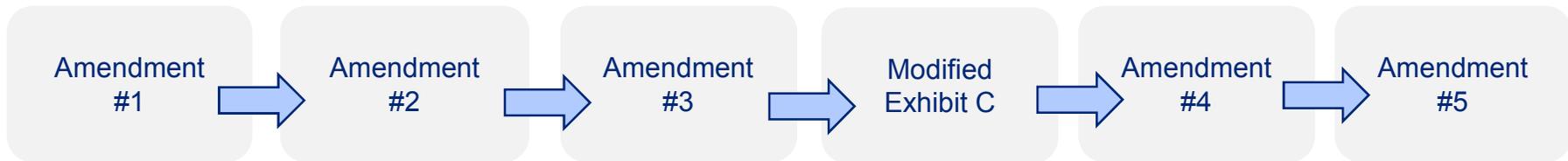
- The original MAXIMUS contract was amended 5 times and the revised project approach and deliverable schedule from sprints, to milestones, and eventually to releases makes it difficult to trace required functionality to deliverables through the life of the project



* MNSure indicated that due to the protracted contract amendment approval cycle, the project was operating under this approach prior to the Effective Date of the Amendment

1.2 Contract Amendments – Revisions to Deliverables

- The impact of the contract amendments and modification of Exhibit C was to reclassify the approach and reduce the original number of 103 deliverables to a final list of 31 deliverables



1.3 Key Provisions of IT Vendor Contracts

- Multiple vendor contracts (and subcontractors) increases complexity of aligning project activities with deliverables
- Recent Statements of Work with Connecture and IBM are not within scope for this review

Contract	Effective Date	Expiration Date	Objective of the Contract	Consideration and Payment	Approval of Deliverables	Retainage and Withholding
In-scope for this review						
MAXIMUS Amended Contract	7/14/12	6/30/14	Certification of the Solution	Not to exceed \$46,378,656 ¹ (includes amendments)	Time per Project Plan or 10 days	10% = Retainage 5% Withholding
PwC Work Order Contract Amendment #3	2/27/13	6/28/14	Services to assure IAM products are supported in environments, and additional functionalities required by MNSure	Not to exceed \$5,535,892 (includes amendments)	See SWIFT Work Order Contract Number 59098	10% = Retainage
Out-of-scope for this review						
Connecture Statement of Work for Maintenance and Operations	3/12/14	8/31/14	Allow the State to purchase production support services for items not covered under the agreement	Not to exceed \$195,000	T&M contract with no deliverables	No Retainage or Withholding
IBM Statement of Work for Hourly Services	5/5/14	9/26/14	Provide business and technical consulting Services associated with the IBM/Curam Social Program Management Platform	Not to exceed \$199,950	T&M contract with no deliverables	No Retainage or Withholding

¹ Full contract value including time and materials, licensing fees, and deliverables

1.4 Summary of MAXIMUS Contract Amendments

- 5 amendments occurred which resulted in Exhibits being revised 6 times
- Multiple changes in Exhibits increases complexity of aligning project activities with deliverables
- Amendment #3 State takes responsibility for building the Solution however this does not release the contractors from their obligations

	Amendment #1	Amendment #2	Amendment #3	Modified Exhibit C ¹	Amendment #4	Amendment #5
Original MAXIMUS contract	Exercised option to purchase support services	Make MMB responsible party, increase financial obligation, modify retainage, add detail to Section 3	State takes responsibility for building the solution however this does not release the contractors from their obligations		Add IBM/Curam T&M hours (1,540)	Extend expiration date of original contract
Exhibit A – Contractors Functional Requirements			Scope reassigned between the State and vendors and the term “contractor” is replaced with specific subcontractor names			
Exhibit B – Technical Infrastructure and Architecture Requirements		Revised Section III, Current Platform	Scope reassigned between the State and vendors and the term “contractor” is replaced with specific subcontractor names			
Exhibit C – Deliverable Payment Schedule		Amended distribution of payments among deliverables	Adjustment from Sprint Approach to Milestone Approach	Adjustment from Milestone Approach to Release Approach		
Exhibit E – Third Party Software	Included a previously omitted Exhibit E					

1.4 Summary of PwC Contract Amendments

- 3 amendments were made to the original contract
- 3 revisions were made to the Exhibit C – Resource Plan
- 24,388 hours added through amendments

	Amendment #1	Amendment #2	Amendment #3
Original Contract	Added time and services to assure IAM interfaces comply with federal services and with COTS applications	Added time and services to assure IAM interfaces comply with federal services and with COTS applications	Added time and services to assure IAM products are properly supported
Exhibit C – PwC Resource Plan	Amended Staff Plan by adding 10,738 hours	Amended Staff Plan by adding 8,904 hours	Amended Staff Plan by adding 4,746 hours

Section 2.0

Reconciliation

2.1 Reconciliation of MAXIMUS Deliverables

2.1 Summary of MAXIMUS Deliverables by Status

- The MAXIMUS amended contract resulted in 31 Deliverables
- 16 Deliverables have been submitted and fully approved of the total 31 Deliverables

Current Deliverable Status					
Total Deliverables to be Submitted	Not Submitted	Submittal Status Being Reviewed	Submitted and Not Approved	Submitted and Partially Approved	Submitted and Fully Approved
31	4	5	1	5	16

Not Submitted – not received by the State from the vendor

Submittal Status Being Reviewed – being reviewed by the State to determine if deliverables have been submitted based on criteria of timeliness, operational, and defects resolved

Submitted and Not Approved - received by the State from the vendor and no part of the deliverable is deemed approved

Submitted and Partially Approved - received by the State from the vendor and a certain % (greater than 0% and less than 100%) is deemed approved based on acceptance criteria of timeliness, operational, and defects resolved. Partial payment has been approved.

Submitted and Fully Approved – received by the State from the vendor and the deliverable is 100% approved. Full payment has been approved.

2.1 Summary of MAXIMUS Deliverables by Release¹

- 31 Deliverables are scheduled across Pre-Release 1, and Releases 1, 2, 3, and 4
- 16 Deliverables are fully approved and paid across all Releases
- The State has paid 59% of the project cost across all Releases (excluding licenses, T&M)
- The State has paid 66% of the entire contract value (including deliverables, licenses, T&M)

Current Deliverable Status				
	Number of Deliverables and Status	Project Cost ²	Amount Paid ³ (minus 10% retainage and 5% holdback)	Amount Unpaid ⁴
Pre – Release 1 Deliverables	15 = Submitted, Approved, 100% Paid	\$22,011,988	(\$18,722,190)	\$3,289,798
Release 1 Deliverables	1 = Submitted, Approved, 100% Paid 2 = Submitted, Partially Approved, 80% Paid 1 = Submitted, Not Approved, 0% Paid	\$4,180,405	(\$2,935,854)	\$1,244,551
10/1/13 Initial Open Enrollment Go-Live				
Release 2 Deliverables	2 = Submitted, Partially Approved, 18% Paid 1 = Submitted, Partially Approved, 11% Paid 1 = Submittal Status Being Reviewed, 0% Paid	\$3,944,768	(\$567,000)	\$3,377,768
Release 3 Deliverables	4 = Submittal Status Being Reviewed, 0% Paid	\$4,241,921	(\$0)	\$4,241,921
Release 4 Deliverables	4 = Not Submitted, 0% Paid	\$3,191,815	(\$0)	\$3,191,815
Totals	16 = Submitted, Approved, 100% Paid 2 = Submitted, Partially Approved, 80% Paid 2 = Submitted, Partially Approved, 18% Paid 1 = Submitted, Partially Approved, 11% Paid 1 = Submitted, Not Approved, 0% Paid 5 = Submittal Status Being Reviewed, 0% Paid 4 = Not Submitted, 0% Paid 31	\$37,570,898⁵	(\$22,225,044)⁵	\$15,345,853⁵

¹See Appendix A for additional detail of MAXIMUS deliverables by release

²Project Cost = Total Deliverable amount including holdback and retainage (excludes license fees and T&M)

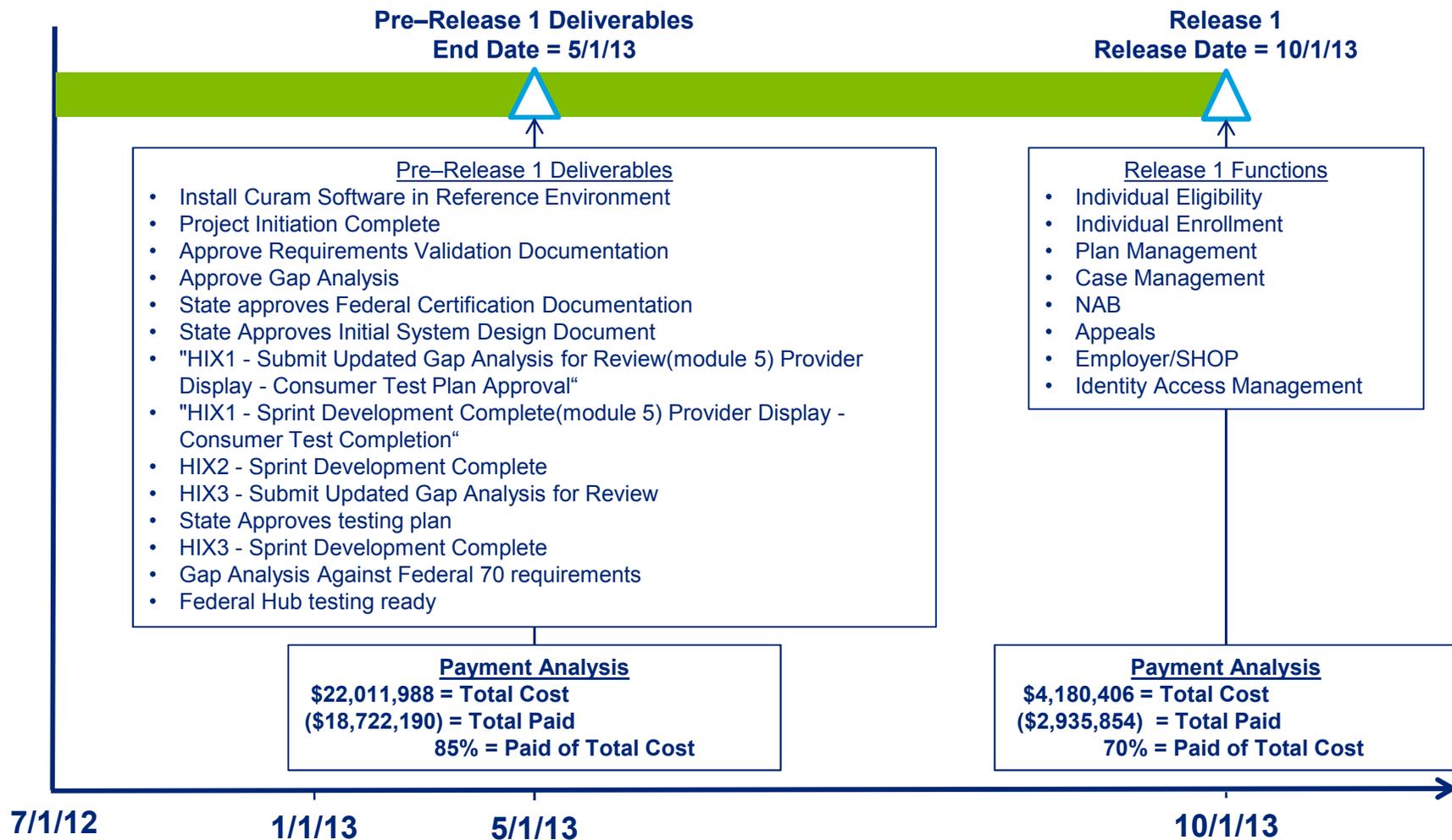
³Amount Paid = Total amount paid minus holdback and retainage

⁴Amount Unpaid = Remaining balance from Project Cost and Amount Paid; Includes holdback and retainage

⁵Totals do not indicate what each subcontractor was paid from the prime vendor

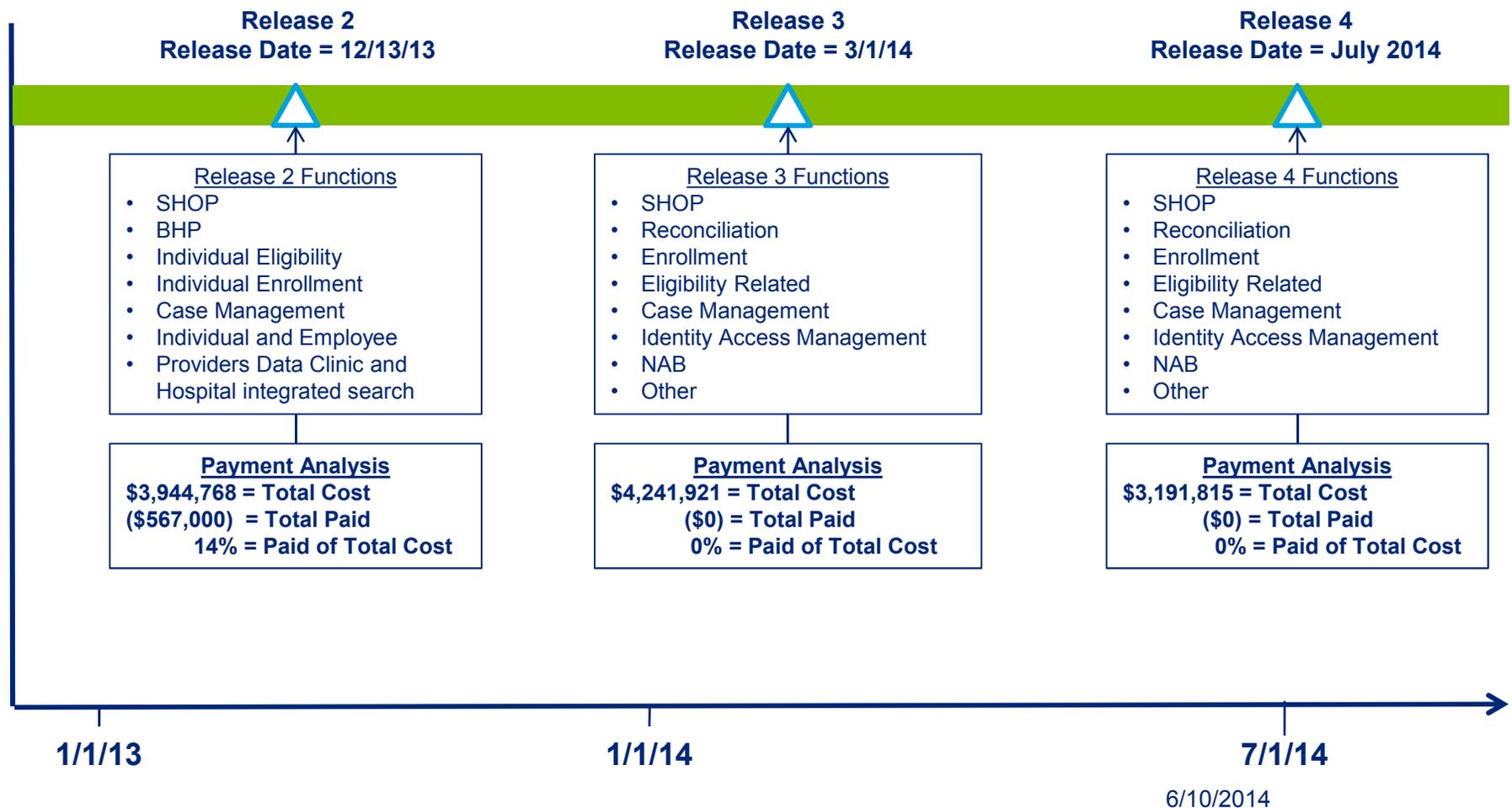
2.2 Functionality and Payments of Pre-Release 1 and Release 1

- All 15 Pre-Release 1 Deliverables were submitted and approved
- 100% of the Pre-Release 1 project cost was paid (less 10% retainage and 5% holdback)



2.2 Functionality and Payments of Releases 2, 3, and 4

- 14% of the Project Cost for Release 2 has been paid
- 0% of the Project Cost for Releases 3 and 4 has been paid



2.3 Reconciliation of PwC Deliverables

2.3 Status of PwC Deliverables

- PwC has a monthly T&M contract with 8 Deliverables (not aligned with the payment schedule) to design, develop, install, configure, and integrate Oracle IAM
- 7 Deliverables were submitted and approved
- 1 Deliverable was completed by MAXIMUS and the State*

Current Deliverable Status		
<u>PwC Deliverables</u>	Status	Planned Submission Date
IAM Project Management Documents	Submitted and Approved	Weekly throughout term of work order contract
IAM Installation & Configuration Guide	Submitted and Approved	3/15/2013
IAM Functional Specification	Submitted and Approved	3/15/2013
IAM Technical Specification	Submitted and Approved	3/15/2013
IAM Implementation Plan	Completed by MAXIMUS and the State*	No submission required
IAM Test Plan	Submitted and Approved	4/19/2013
IAM Migration Plan	Submitted and Approved	4/19/2013
IAM Run Book	Submitted and Approved	9/26/2013

*The Implementation Plan was created and delivered by MAXIMUS and State resources and there was no documentation that was required from PwC. This does not impact deliverable payments to PwC as it is a T&M contract. Changes to Maximus payments as a result of this activity would be included in a MAXIMUS change order.

2.3 Status of PwC Time and Material Payment Status

- The PwC T&M invoice schedule for 10 payments is not aligned with deliverables
- All 10 PwC invoices have been submitted, approved and 100% paid (less 10% retainage)

Current Invoice Status			
<u>PwC Invoices</u>	Status	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of March 31, 2013 – May 3, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	5/17/2013	\$393,724.20 <u>(\$354,351.78)</u> \$39,372.42
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of May 5, 2013 – June 1, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	6/27/2013	\$389,378.00 <u>(\$350,440.20)</u> \$38,937.80
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of June 2, 2013 – June 29, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	7/22/2013	\$349,349.00 <u>(\$314,414.10)</u> \$34,934.90
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of June 30, 2013 – August 3, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	8/28/2013	\$431,122.00 <u>(\$388,009.80)</u> \$43,112.20
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of August 2, 2013 – August 31, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	10/28/2013	\$410,526.00 <u>(\$369,473.40)</u> \$41,052.60
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of September 1, 2013 – October 5, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	2/10/2014	\$646,340.00 <u>(\$581,706.00)</u> \$64,634.00

2.3 Status of PwC Time and Material Payment Status (continued)

- PwC T&M invoices are not aligned with deliverables
- All 10 PwC invoices have been submitted, approved and 100% paid (less 10% retainage)

Current Invoice Status			
<u>PwC Invoices</u>	Status	Date Payment was Approved	Cost (<u>Amount Paid</u>) Amount Unpaid
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of October 16, 2013 – November 2, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	12/12/2013	\$454,662.00 <u>(\$409,195.80)</u> \$45,466.20
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of November 3, 2013 – November 30, 2013	Submitted, Approved, 100% Paid (Less 10% retainage)	12/30/2013	\$331,465.80 <u>(\$298,319.22)</u> \$33,146.58
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of January 5, 2014 – February 1, 2014	Submitted, Approved, 100% Paid (Less 10% retainage)	2/20/2014	\$371,732.60 <u>(\$334,559.34)</u> \$37,173.26
State of Minnesota – MNsure Implementation Invoice – related to professional services for the period of February 2, 2014 – March 1, 2014	Submitted, Approved, 100% Paid (Less 10% retainage)	3/24/2014	\$312,929.00 <u>(\$281,636.10)</u> \$31,292.90

Appendices

Appendix A: Detail of MAXIMUS Deliverables

Pre-Release 1

- Pre-Release 1 has 15 Deliverables and all are Fully Approved
- 85% of the Pre-Release 1 Project Cost has been paid

Current Deliverable Status				
<u>Pre - Release 1 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
Install Curam Software in Reference Environment	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	8/31/2012	9/6/2012	\$607,678.00 <u>(\$516,526.30)</u> \$91,151.70
Project Initiation Complete	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	9/17/2012	10/24/2012	\$2,193,253.00 <u>(\$1,864,265.05)</u> \$328,987.95
Approve Requirements Validation Documentation	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	10/12/2012	10/24/2012	\$1,459,811.59 <u>(\$1,240,839.85)</u> \$218,971.74
Approve Gap Analysis	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	10/12/2012	10/24/2012	\$617,428.11 <u>(\$524,813.89)</u> \$92,614.22
State approves Federal Certification Documentation	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	11/15/2012	No payment for this deliverable	\$0.00 <u>(\$0.00)</u> \$0.00
State Approves Initial System Design Document	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	12/21/2012	1/8/2013	\$516,790.54 <u>(\$439,271.95)</u> \$77,518.59
"HIX1 - Submit Updated Gap Analysis for Review(module 5) Provider Display - Consumer Test Plan Approval"	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	12/21/2012	1/8/2013	\$2,091,854.89 <u>(\$1,778,076.66)</u> \$313,778.23
"HIX1 - Sprint Development Complete(module 5) Provider Display - Consumer Test Completion"	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	12/21/2012	1/8/2013	\$2,299,634.31 <u>(\$1,954,689.16)</u> \$344,945.15

Appendix A: Detail of MAXIMUS Deliverables

Pre-Release 1 (continued)

Current Deliverable Status				
<u>Pre - Release 1 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
HIX2 - Submit Updated Gap Analysis for Review	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	2/8/2013	3/1/2013	\$1,817,643.66 <u>(\$1,544,997.11)</u> \$272,646.55
HIX2 - Sprint Development Complete	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	2/8/2013	3/1/2013	\$2,067,461.04 <u>(\$1,757,341.89)</u> \$310,119.15
HIX3 - Submit Updated Gap Analysis for Review	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	2/8/2013	3/1/2013	\$1,692,734.97 <u>(\$1,438,824.73)</u> \$253,910.24
State Approves testing plan	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	2/8/2013	3/1/2013	\$1,525,203.60 <u>(\$1,296,423.06)</u> \$228,780.54
HIX3 - Sprint Development Complete	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	2/15/2013	3/22/2013	\$2,067,461.04 <u>(\$1,757,341.89)</u> \$310,119.15
Gap Analysis Against Federal 70 requirements	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	4/30/2013	5/14/2013	\$1,900,482.11 <u>(\$1,615,409.80)</u> \$285,072.31
Federal Hub testing ready	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	5/1/2013	6/18/2013	\$1,154,551.78 <u>(\$993,369.01)</u> \$161,182.77
Total				\$22,011,988.64 <u>(\$18,722,190.35)</u> \$3,289,798.29

Appendix A: Detail of MAXIMUS Deliverables Release 1

- Release 1 contains 4 Deliverables
- 1 Deliverable is Fully Approved, 2 Deliverables are Partially Approved, and 1 is Not Approved
- 70% of the Release 1 Project Cost has been paid

Current Deliverable Status				
<u>Release 1 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
Development - Release 1 - Increments 1, 2, and 3 developed and deployed in all State Environments except production and meets state approval	Submitted, Approved, 100% Paid (Less 10% Retainage and 5% Holdback)	9/30/2013	3/21/2014	\$1,097,601.45 <u>(\$943,461.23)</u> \$151,140.22
Testing - Release 1 - Integration and User Acceptance Testing complete. State authorizes code to move Production environment	Submitted, Partially Approved, 80% Paid (Less 10% Retainage and 5% Holdback)	9/30/2013	3/21/2014	\$1,097,601.45 <u>(\$754,768.99)</u> \$342,832.46
Deployment - System Go Live (Release 1). All release functionality operational and meets state approval including knowledge transfer	Submitted, Partially Approved, 80% Paid (Less 10% Retainage and 5% Holdback)	9/30/2013	3/21/2014	\$1,807,682.61 <u>(\$1,237,624.17)</u> \$570,058.44
Deployment - Release 1 functionality operational on time	Submitted, Not Approved, 0% Paid	9/30/2013	Not Applicable	\$177,520.29 <u>(\$0.00)</u> \$177,520.29
Total				\$4,180,405.80 <u>(\$2,935,854.39)</u> \$1,244,551.41

Appendix A: Detail of MAXIMUS Deliverables Release 2

- Release 2 contains 4 Deliverables
- 3 Deliverables are partially approved and 1 is In-Review
- 14% of the Release 2 Project Cost has been paid

Current Deliverable Status				
<u>Release 2 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
Development - Release 2 - Increment 4 and 5 requirements developed and deployed in all state environments except production and meets state approval	Submitted, Partially Approved, 18% Paid (Less 10% Retainage and 5% Holdback)	11/1/2013	4/21/2014	\$1,038,692 <u>(\$189,000)</u> \$849,692
Testing - Release 2 - Integration and User Acceptance Testing complete. State authorizes code to move Production environment	Submitted, Partially Approved, 18% Paid (Less 10% Retainage and 5% Holdback)	12/2/2013	4/21/2014	\$1,038,692 <u>(\$189,000)</u> \$849,692
Post go live - Release 2. All release functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	Submitted, Partially Approved, 11% Paid (Less 10% Retainage and 5% Holdback)	12/9/2013	4/21/2014	\$1,701,646 <u>(\$189,000)</u> \$849,692
Post go live - Release 2 functionality operational on time	Submittal Status Being Reviewed, 0% Paid	12/9/2013	In-Review	\$165,738 <u>(\$0)</u> \$165,738
Total				\$3,944,768 <u>(\$567,000)</u> \$3,377,768

Appendix A: Detail of MAXIMUS Deliverables Release 3

- Release 3 contains 4 Deliverables
- All 4 Deliverables are In-Review
- 0% of the Release 3 Project Cost has been paid

Current Deliverable Status				
<u>Release 3 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
Development - Release 3 - requirements developed and deployed in all state environments except production and meets state approval	Submittal Status Being Reviewed, 0% Paid	1/9/2014	In-Review	\$1,060,480 (\$0) \$1,060,480
Testing - Release 3 - Integration and User Acceptance Testing complete. State authorizes code to move Production environment	Submittal Status Being Reviewed, 0% Paid	2/10/2014	In-Review	\$1,060,480 (\$0) \$1,060,480
Post go live - Release 3. All release functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	Submittal Status Being Reviewed, 0% Paid	2/17/2014	In-Review	\$1,908,864 (\$0) \$1,908,864
Post go live - Release 3 functionality operational on time	Submittal Status Being Reviewed, 0% Paid	2/17/2014	In-Review	\$212,097 (\$0) \$212,097
Total				\$4,241,921 (\$0) \$4,241,921

Appendix A: Detail of MAXIMUS Deliverables Release 4

- Release 4 contains 4 Deliverables
- All 4 Deliverables are In-Review
- 0% of the Release 4 Project Cost has been paid

Current Deliverable Status				
<u>Release 4 Deliverables</u>	Status	Planned Submission Date	Date Payment was Approved	Cost (Amount Paid) Amount Unpaid
Development - Release 4 - requirements developed and deployed in all state environments except production and meets state approval	Not Submitted, 0% Paid	2/20/2014	In-Review	\$797,954 <u>(\$0)</u> \$797,954
Testing - Release 4 - Integration and User Acceptance Testing complete. State authorizes code to move Production environment	Not Submitted, 0% Paid	3/24/2014	In-Review	\$797,954 <u>(\$0)</u> \$797,954
Post go live - Release 4. All release functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	Not Submitted, 0% Paid	3/31/2014	In-Review	\$1,436,316 <u>(\$0)</u> \$1,436,316
Post go live - Release 4 functionality operational on time	Not Submitted, 0% Paid	3/31/2014	In-Review	\$159,591 <u>(\$0)</u> \$159,591
Total				\$3,191,815 <u>(\$0)</u> \$3,191,815

Appendix B: Release 1 Functions and Sub-functions

- The review of functionality delivered and any gaps related thereto is the subject of 2 Deloitte deliverables due for submission to the State for its review on May 27, 2014 and June 24, 2014

Individual Eligibility:

- Streamlined Application
- QHP Application
- Individual Eligibility Determination, including approved subset of MA, QHP, APTC/CSR (including notices, filenet, and subeligibility)
- Individual eligibility Determination for BHP/MinnesotaCare
- Electronic Verifications

Individual Enrollment:

- Shopping/Plan Comparison
- Enrollment in QHP
- Carrier 834
- Capture Effectuation
- FED 834
- Initial Payment
- 820 to Carriers

Plan Management:

- Load Plans
- Gated Plans
- Rating Engine based on County

Case Management:

- Leverage demonstrated OOB functionality

NAB:

- Manage Agency creation/deactivation SHOP
- Manage Assistor creation/deactivation SHOP
- Manage Broker creation/deactivation SHOP
- “yellow Pages” of Assistors and Brokers
- Ability to Associate/Disassociate Assistors /Brokers to Individuals/Employers
- View Custom Assignment SHOP
- Apply on behalf of an Employer via Application
- Select a Plan (Including comparison and shopping experience options) SHOP

Appeals:

- Basic Appeal Submission for Individual and SHOP

Employer/SHOP:

- Self Service Application
- Selecting Plans (full shopping experience)
- Defined contribution and reference plan
- Selecting amounts and dates
- Group Data File

Identity Access Management:

- Account creation for Individuals, Employers, Assistors/Brokers and Agency Administration, MNsure staff/DHS staff/Case Workers Support for Remote ID proofing
- Administrator Tools (disable, password, maintenance, etc.)

Appendix B: Release 2 Functions and Sub-functions

- The review of functionality delivered and any gaps related thereto is the subject of 2 Deloitte deliverables due for submission to the State for its review on May 27, 2014 and June 24, 2014

SHOP:

- Employee Account Creation
- Employee Application and Open Enrollment
- Employee plan shopping and selection/enrollment
- Invoicing Payment and Remittance/820
- 834 to Carriers
- Temporary solution for employee life events and special enrollment
- Temporary solution for employee disenrollment
- Notifications

BHP:

- BHP: Integrate Post-Elig Event to Financials
- BHP: MMIS Feed Covers BHP
- BHP: Payment rules – initial and ongoing payments. Link to enrollment

Individual Eligibility:

- Notices: additional eligibility reasons codes
- Interface and use of TALX for income verification

Individual Enrollment:

- Enrollment SOR: Change point of recording to SOR to ensure all selections are recorded
- Enrollment SOR: Temporary solution to allow for change and disenrollment of plans and manual override of enrollments
- Confirm correct special enrollment behavior/eligibility post open enrollment period

Case Management:

- Temporary solution for life events
- Temporary solution for processing changes (contact info, address, etc)
- Redetermination
- Case Closure
- Batch Processing
- Remote ID for Paper app
- Temporary solution for administrative access/manual overrides to change/cancel enrollment and associated down stream corrections

Individual and Employee:

- Support for returning users

Provider Data Clinic and Hospital integrated search:

- Manage Agency creation/deactivation individual
- Manage Assistor creation/deactivation individual
- Manage Broker creation creation/deactivation individual
- Through Assister account, apply on behalf of an individual via Streamlined Application
- Through Assister account, apply on behalf of an individual via simplified QHP application
- Through Assister account, select a plan and payment method

Appendix B: Release 3 Functions and Sub-functions

- The review of functionality delivered and any gaps related thereto is the subject of 2 Deloitte deliverables due for submission to the State for its review on May 27, 2014 and June 24, 2014

SHOP:

- Roster Updates
- Broker viewing of Employer invoices
- Employee waiving benefits/Employer waiver tracker (minimal for participation rate calculation)

Reconciliation:

- Monthly reconciliation of Enrollment and Carrier (individual and SHOP)
- Integration to Enable Financial Reconciliation with Carriers and Fed

Enrollment:

- Enrollment in Medicaid Managed Care and necessary integration
- Enrollment in BHP/MinnesotaCare Managed Care and necessary integration
- OOP cost calculator in shopping experience
- Ability for BHP consumer to see their enrollment within account
- Enrollment SOR: Full solution to allow for change and disenrollment of plans and manual override of enrollments and associated down stream corrections

Eligibility Related:

- Eligibility – EMA
- Eligibility – Incarceration
- Eligibility – Non-cooperation
- Eligibility – Cost Effective Coverage
- Eligibility – Retro Medicaid
- Eligibility – Continuous Eligibility for Special Populations
- Eligibility – Residency for Institutionalized under 21
- PRISM absent parent enhancements
- PRISM Income
- Full functionality for notices including integrated notices
- Full integration with FileNet
- Document Management/FileNet enhancements – display in citizen portal
- Full functionality for sub-eligibility rules for Medicaid and BHP/MinnesotaCare managed care
- TPL and cost-effective insurance

Case Management:

- Full solution for life events
- Full solution for processing changes (contact info, address etc)
- Case Management – Medical Support referral Phase 2
- Case Management – Incomplete Applications
- Case Worker: Ability to view more than 100 records
- Case Management – Renewals
- Case Management – Org and location structure enhancements
- BHP: Ability to store BHP Enrollment – ability for case workers to see all the information in a single system
- Full solution for administrative access/manual overrides to change/cancel enrollment and associated down stream corrections

Identify Access Management :

- Support for Multi-Factor Authentication
- Ability to create user accounts for Secondary Agency Administrators

NAB

- Full functionally and integration for assisters account to provide detailed customer info, notices, etc.

Other:

- Save and exit integration between IBM/Curam and Connecture
- Fully functioning secure messaging integration
- Interfaces – MMIS
- Interfaces – Send MMIS Living Arrangements & Incarceration
- Interfaces – Maxis
- Interfaces – New Hire
- Application – Apply as an Authorized Rep
- Application – Mandatory Fields
- Application – Privacy Disclaimers
- Application – Field Validations

Appendix B: Release 4 Functions and Sub-functions

- The review of functionality delivered and any gaps related thereto is the subject of 2 Deloitte deliverables due for submission to the State for its review on May 27, 2014 and June 24, 2014

SHOP:

- Support MNsure Staff Designation of Employers as Ineligible
- Electronic Verifications
- Automate Employer Eligibility Check Based on Participation
- Additional defined contribution options with reference plan for setting same employee premium and composite rating
- Full solution including self service for employee life events and special enrollment
- Full solution including self service for employee disenrollment
- Anonymous shopping

Third Party Payment

Tribes as Payers

Completion of Module 5

Eligibility Related:

- Fully functioning individual mandate exemption functionality
- Basic functionality to meet post-eligibility, Medicaid child support participation requirements
- Full solution including Self Service for Life Events and other Changes (i.e. contact info, address, etc.)
- Email notifications

Enrollment:

- Renewals
- Plan quality information integrated in shopping experience
- Shopping experience usability testing

Individual and Employee:

- Full solution including self service for Change or Cancel Enrollment and associated down stream corrections

Remaining Deferred contract items

Appendix C: MAXIMUS Deliverable Traceability Matrix

Contract	Category	Deliverable	ID #	Contractor Duties	Deliverable Status					Invoice Status			Invoice
					Not Submitted	Submittal Status Being Reviewed	Submitted and not approved	Submitted and Partially approved	Submitted and approved	Not Paid	Partially Paid	Fully Paid	
Exhibit C Amendment 5	Initiation, Planning and Management Duties	Project Initiation Complete	001	3.3(a,b,c,d,e)					X			X	Invoice #2
Exhibit C Amendment 5		Install Curam Software in Reference Environment	002	3.3(a,b,c,d,e)					X			X	Invoice #3
Exhibit C Amendment 5	Federal Certification and Certification Review Duties	State approves Federal Certification Documentation	003	3.4(a,b,c)					X			X	No Payment associated with Deliverable
Exhibit C Amendment 5	Analysis/Definition Duties	Approve Requirements Validation Documentation	004	3.5(a,b,c)					X			X	Invoice #2
Exhibit C Amendment 5		Approve Gap Analysis	005	3.5(c)					X			X	Invoice #2
Exhibit C Amendment 5	Design Phase Duties	State Approves Initial System Design Document	006	3.6(a,b,c)					X			X	Invoice #6

Appendix C: MAXIMUS Deliverable Traceability Matrix (continued)

Contract	Category	Deliverable	ID #	Contractor Duties	Deliverable Status					Invoice Status			Invoice
					Not Submitted	Submittal Status Being Reviewed	Submitted and not approved	Submitted and Partially approved	Submitted and approved	Not Paid	Partially Paid	Fully Paid	
Exhibit C Amendment 5	Development Phase Duties	HIX1 - Submit Updated Gap Analysis for Review (module 5) Provider Display - Consumer Test Plan Approval	007	3.2, 3.7(a)					X			X	Invoice #5
Exhibit C Amendment 5		HIX1 - Sprint Development Complete (module 5) Provider Display - Consumer Test Completion	008	3.2, 3.7(a)					X			X	Invoice #5
Exhibit C Amendment 5		HIX2 - Submit Updated Gap Analysis for Review	009	3.2, 3.7(a)					X			X	Invoice #7
Exhibit C Amendment 5		HIX2 - Sprint Development Complete	010	3.2, 3.7(a)					X			X	Invoice #7
Exhibit C Amendment 5		HIX3 - Submit Updated Gap Analysis for Review	011	3.2, 3.7(a)					X			X	Invoice #7
Exhibit C Amendment 5		HIX3 - Sprint Development Complete	012	3.2, 3.7(a)					X			X	Invoice #8
Exhibit C Amendment 5		Gap Analysis Against Federal 70 requirements	013	3.2, 3.7(a)					X			X	Invoice #9
Exhibit C Amendment 5		Release 1 - Increments 1,2, and 3 developed and deployed in all State Environments except production and meets state approval	014	3.2, 3.7(a)					X			X	Invoice #14
Exhibit C Amendment 5		Release 2 - Increments 4 and 5 requirements developed and deployed in all state environments except production and meets state approval	015	3.2, 3.7(a)				X			X		Invoice #21
Exhibit C Amendment 5		Release 3 - requirements developed and deployed in all state environments except production and meets state approval	016	3.2, 3.7(a)		X					X		
Exhibit C Amendment 5	Release 4 - requirements developed and deployed in all state environments except production and meets state approval	017	3.2, 3.7(a)		X					X			

Appendix C: MAXIMUS Deliverable Traceability Matrix (continued)

Contract	Category	Deliverable	ID #	Contractor Duties	Deliverable Status					Invoice Status			Invoice
					Not Submitted	Submittal Status Being Reviewed	Submitted and not approved	Submitted and Partially approved	Submitted and approved	Not Paid	Partially Paid	Fully Paid	
Exhibit C Amendment 5	Testing Phase Duties	State Approves testing plan	018	3.8(a,b,c,d)					X			X	Invoice #7
Exhibit C Amendment 5		Federal Hub testing ready	019	3.8(a,b,c,d)					X			X	Invoice #10
Exhibit C Amendment 5		Release 1 - Integration and User Acceptance Testing	020	3.2, 3.8(a,b,c,d)				X			X		Invoice #15
Exhibit C Amendment 5		Release 2 - Integration and User Acceptance Testing	021	3.2, 3.8(a,b,c,d)				X			X		Invoice # 22
Exhibit C Amendment 5		Release 3 - Integration and User Acceptance Testing	022	3.2, 3.8(a,b,c,d)		X					X		
Exhibit C Amendment 5		Release 4 - Integration and User Acceptance Testing	023	3.2, 3.8(a,b,c,d)		X					X		
Exhibit C Amendment 5	Deployment Phase Duties	System Go Live (Release 1). All release functionality	024	3.2, 3.9(a,b,c)				X			X		Invoice #16
Exhibit C Amendment 5		Release 1 functionality operational on time	025	3.2, 3.9(a,b,c)			X				X		Invoice #17

Appendix C: MAXIMUS Deliverable Traceability Matrix (continued)

Contract	Category	Deliverable	ID #	Contractor Duties	Deliverable Status					Invoice Status			Invoice	
					Not Submitted	Submittal Status Being Reviewed	Submitted and not approved	Submitted and Partially approved	Submitted and approved	Not Paid	Partially Paid	Fully Paid		
Exhibit C Amendment 5	Post go live remaining work	Release 2. All release functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	026	3.2				X					Invoice #23, Invoice #23T	
Exhibit C Amendment 5		Release 2 functionality operational on time	027	3.2		X				X				
Exhibit C Amendment 5		Release 3. All releases functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	028	3.2			X				X			
Exhibit C Amendment 5		Release 3 functionality operational on time	029	3.2			X				X			
Exhibit C Amendment 5		Release 4. All release functionality operational and meets state approval (includes updates to technical and user manuals and knowledge transfer)	030	3.2		X					X			
Exhibit C Amendment 5		Release 4 functionality operational on time	031	3.2		X					X			

Appendix D: PwC Deliverable Traceability Matrix

			Deliverable Status				
<u>Contract</u>	<u>Deliverable</u>	<u>ID #</u>	Not Submitted	Submittal Status Being Reviewed	Submitted and not approved	Submitted and Partially approved	Submitted and approved
Exhibit C Amend 3	IAM Project Management Documents	001					X
Exhibit C Amend 3	IAM Installation & Configuration Guide	002					X
Exhibit C Amend 3	IAM Functional Specification	003					X
Exhibit C Amend 3	IAM Technical Specification	004					X
Exhibit C Amend 3	IAM Implementation Plan	005	X				
Exhibit C Amend 3	IAM Test Plan	006					X
Exhibit C Amend 3	IAM Migration Plan	007					X
Exhibit C Amend 3	IAM Run Book	008					X

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