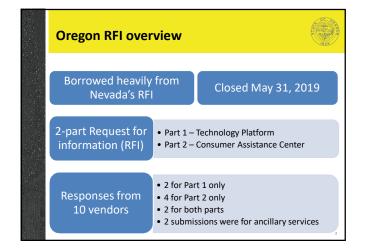
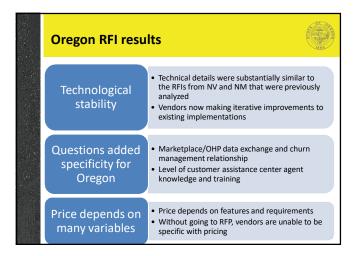
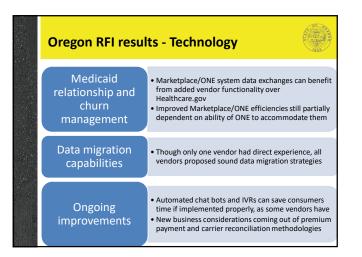
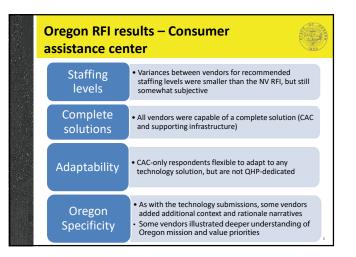
Progress update: Other transitioning states Enrollment and Eligibility Platform RFI Results Beginning user acceptance testing including external stakeholders, on-Nevada Update for July 17, 2019 track for OE 2020 go-live Completed RFP, vendor selected for OE **New Mexico** 2021 implementation **New Jersey** Both formally planning to transition from full FFEs to full SBMs, and OREGON HEALTH INSURANCE Marketplace and preparing for OE 2021 go-live according Pennsylvania to governors' declaration letters









Oregon RFI Results - Takeaways	
Vendor Competition	Competitive market gives Oregon options
Proven Technology Success	 Available, proven technology can already do far more than Oregon would initially seek, and will only improve over time
To bundle, or not to bundle?	 Separate technology and service center contracts require more complex project planning and ongoing operations considerations A CAC of acceptable agent quality requires the correct evaluation criteria and service-level agreements

Value propositions for an Oregon switch to a full SBM - Benefits

Oregon control: enrollment, customer service, operationalizing state health policy initiatives

- Public option or Medicaid buy-in via exchange
- Premium assistance programs (like COFA)
- Ownership of data
- Length of open enrollment periods
- Complex case resolution

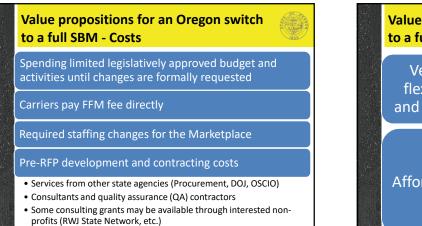
Value propositions for an Oregon switch to a full SBM - Benefits

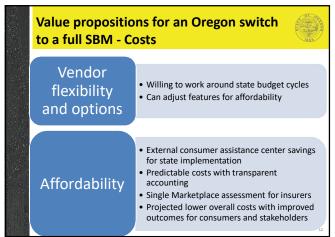
Cost predictability

Stakeholder Benefits

- Carriers, agents, assisters, other agencies
- Improved communication and resolution times for consumer issues
- Dedicated portals and consumer assistance tools
- Ability to quickly implement improvements and solutions for stakeholder issues

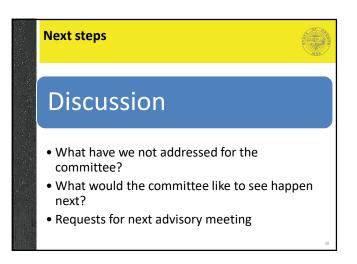
Value propositions for an Oregon switch to a full SBM - Risks Risk Mitigations Technology Failure (or Deliverables-based contract, project gate checkpoints, requirement for vendor to have previous prospect of failure) implementation. QA transparency Scope creep Strict change control process, deliverables-based contract boundaries, roadmap/progression path, QA transparency Changes to federal laws, rules, Maintain collaborative relationships with other SBMs for mutual support, propose and support state-level and policies legislative solutions Engage as early as possible with oversight entities, Uncertain timelines for state establish clear road map and confirm progress and federal oversight periodically, consider contracted PMO to manage compliance requirements





Next steps – Evaluation criteria **Next steps – Timelines** Estimated time from RFP to OE readiness is 18 months, Principles for considering a switch according to vendors (from MAC's previous conversations) Time to RFP is difficult to predict, dependent on: • Improved outcomes and service for Oregonians • Stakeholder reception and conversion • Better alignment with statutory intended purpose • Legislative approval, including LFO • Ownership of, and accountability for, Oregon • State and federal oversight requirements Marketplace enrollment and related metrics data • Milestone completion dates relative to dates for both OE and state budget cycle. Example: • Lower overall costs An RFP completed after June or July would likely change "next

Next steps – Mai in progress	steps – Marketplace efforts already ogress	
More detailed estimates	 Early indicators of cost savings justify further fiscal and staffing estimates for a switch 	
Stakeholder engagement	 Discussions with stakeholders through existing communications channels – carriers, agents 	
Business case	 Cumulative results of any preliminary analyses can become part of business case with added context 	
Observe other state efforts	 Successes and lessons learned from other state transition efforts in progress can be captured for supporting documents 	



year" to "year after next"