Rhode Island
Unified Health Infrastructure Project

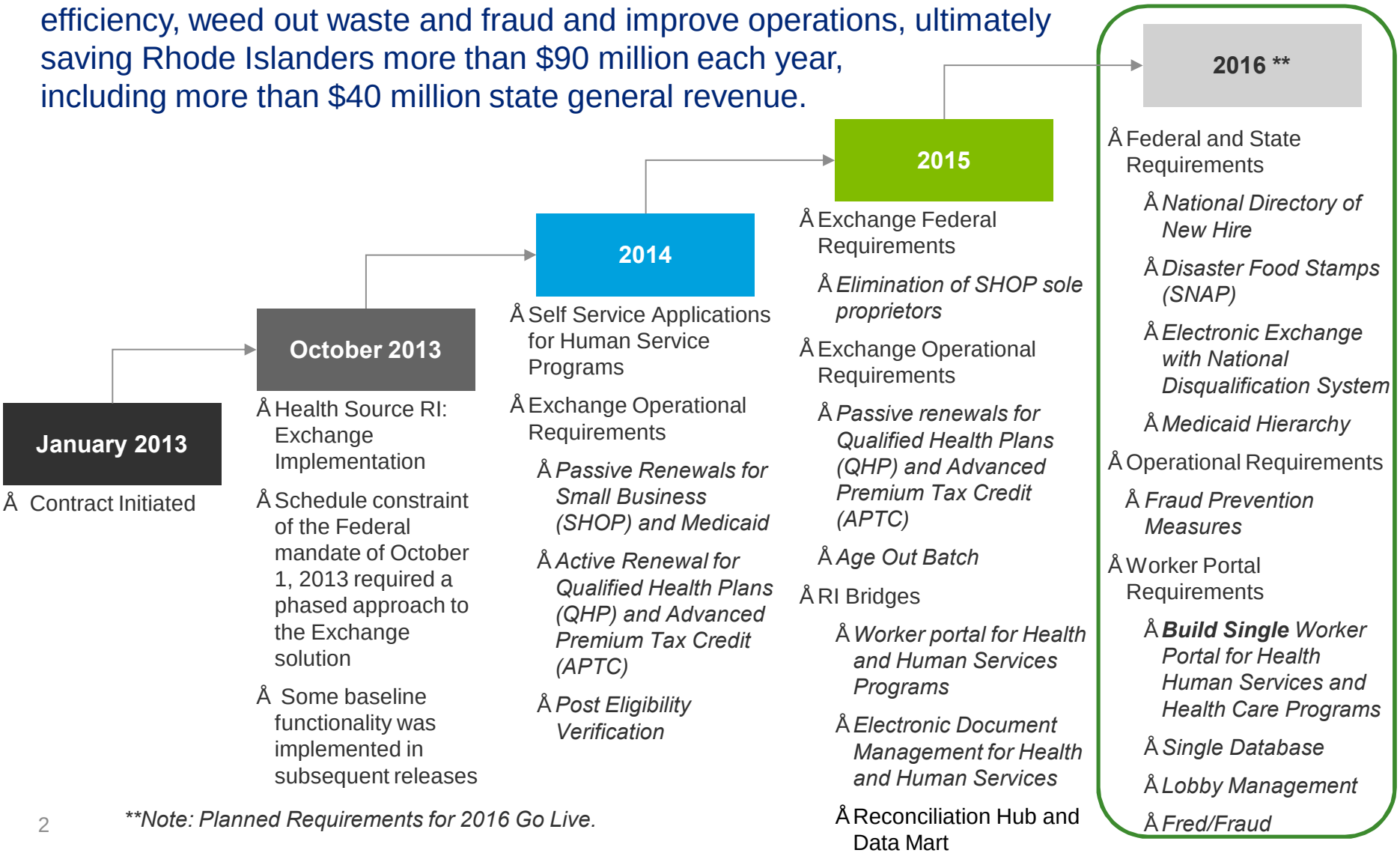
Program Overview

October 2015

RIBridges

Project Timeline & Scope

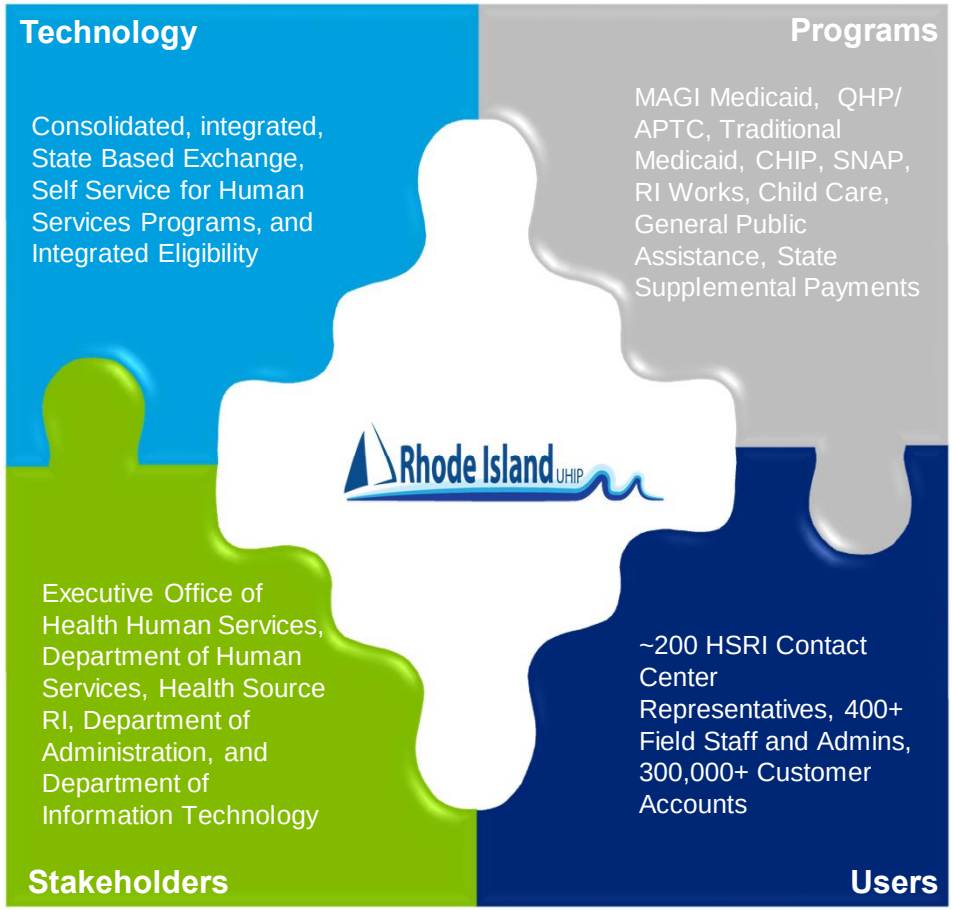
UHIP launched in 2013 and has evolved over time to meet additional federal requirements and include enhanced functionality to improve efficiency, weed out waste and fraud and improve operations, ultimately saving Rhode Islanders more than $90 million each year, including more than $40 million state general revenue.



***Note: Planned Requirements for 2016 Go Live.*

UHIP Systems

UHIP is a major health and human service infrastructure project which includes the creation of a state-based exchange (HealthSourceRI) and an integrated eligibility platform. In part because of HSRI and the UHIP eligibility portal, RI has cut its uninsured rate in half since 2013.



Functionally Robust Rhode Island has small business, individual, and admin portals, along with a financial management system

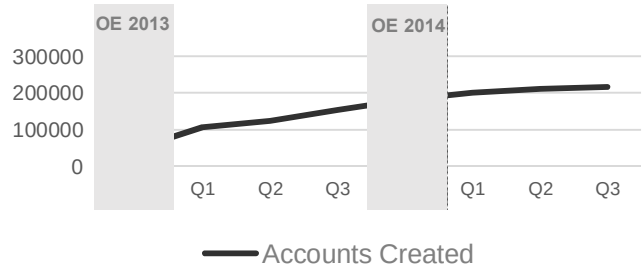
44,094 components comprised of 1,554 screens, 40,000 rule sets, 111 reports, 116 correspondences, 336 batches, 25 interface partners (152 interfaces), and 1,825 reference tables.

99.9% Server Uptime is a reflection of how stable the infrastructure has been since 10/1/2013

19 Agencies and Vendors work together to support the project

1.75 Million Lines of Code went into making the UHIP system

216,208 Accounts Created More than 216,000 accounts have been created in the system since go-live. 50% of these accounts were created in the initial Open Enrollment Period (2013-2014)



HealthSourceRI by the Numbers

HSRI built more quickly, cost-effectively and with more functionality than other exchanges.

		Rhode Island	Connecticut	Kentucky	Washington
Base Contract Value		$39M	$42M	$50M	$48M
Exchange Federal Establishment Grants (System & Operations)*		$152.6M	$175.9M	$289.3M	$302.3M
Time to Go-Live		9 months	11 months	12 months	16 months
Successful Go-Live 2013?		✓	✓	✓	✓
Functionality	**Small Business Health Options Program (SHOP) Exchange**	✓		✓	✓
	Electronic Document Upload	✓	✓		✓
	Single Streamlined Application	✓	✓	✓	
	Integrated Health Human Services for Customers	✓	✓	✓	✓
	Premium Invoicing and Payment Collection	✓			✓
	Unique Customer Index for the Exchange and Legacy InRhodes systems (to avoid unduplicated customer information **)**	✓			

Several other States were unsuccessful in building a working exchange

- MA had a base contract of **$69M** but went live with a Streamlined Application only
- VT had a base contract of **$70M** and but could not perform basic functions like Life Events
- OR received over **$300M** in funding but ended up decommissioning their system due to the volume of issues

✓ *Full Implementation*

✓ *Partial Implementation*

*CMS data, as of March 2015

RIBridges Integrated Eligibility System

Rhode Islandôs eligibility portal launched with greater functionality for lower cost than systems in other states.

		Rhode Island	Connecticut	Georgia
Base Contract Value		$ 52 M	$ 62 M	~ $200 M
Months to Pilot		26 months	27 months	22 months (Pilot date moving with extension)
Customer Portal Integration with the Exchange		✓	✓	✓
Integrated Worker Portal Application across QHP, MAGI MA, and Human Services		✓		
Programs Supported	MAGI Medicaid	✓	✓	✓
	Non-MAGI Medicaid	✓	✓	✓
	SNAP	✓	✓	✓
	State Supplemental Payments	✓		
	Child Care	✓		
	RI Works	✓	✓	✓
Enterprise wide and Integrated Electronic Document Management Workflow		✓	✓	✓
Real-time Benefits		✓		
Single Database and Extensible for future expansions		✓		
Master Client Index for HHS and Child Support				

Rhode Island among National Leaders

Rhode Island
Unified Health Infrastructure Project

How does **RI Compare** to other States?

~5% **Uninsured** According to a recent Gallup poll, Rhode Island is **one of the states with lowest uninsured rate in the country***. This has decreased more than three-fold since 2013.

National Average:	11.7%
Rhode Island:	**5.0%**

41% **Individual Market Captured in First Year** UHIP captured 41% of the individual market in the first year, making RI **third in the nation** for its market share

National Average:	25.0%
Rhode Island:	**41.0%**

Achieving More With Less Rhode Island received **$152.5M in federal funding** under the ACA to stand up an Exchange and Eligibility system. Which is about half the national average for an Exchange system only.

National Average:	$289.6M
Rhode Island:	**$152M**

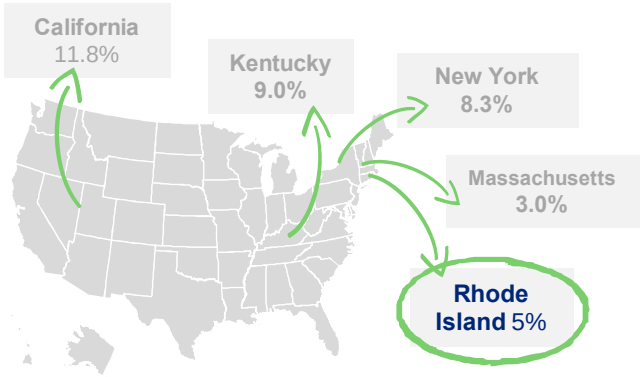
9 Months To Exchange Go-Live From project start to go-live, RI was among the **fastest States to build a successful exchange**

National Average:	>1 year
Rhode Island:	**9 months**

*Per Gallup-Healthways Well-Being Index

Low **Uninsured Rate**

Rhode Island has gone from the 14th lowest uninsured rate in the country in 2013 to **one of the lowest in 2015**. With a ~**5% uninsured rate**, RI has decreased the percentage of the population without insurance by 10.6 percentage points over the last two years.



Low Touch Eligibilty

Nationally, the highest rate of low touch eligibility cases reducing need for worker intervention and manual processes.

Sharing Best Practices

Providing input and best practices, particularly for Medicaid, to other states such as Virginia.

What is the **Public Saying?**

"HealthSource RI has **served as a model among the state-run marketplaces**."
- Associated Press March 2015

"By almost any standard, HealthSource RI has been a **resounding success**. Enrollment **has exceeded expectations**, and despite dire warnings by opponents to the contrary, the **cost of plans has been below estimates**."
- Providence Journal January 2015

Award Winning

UHIP selected as a winner of the Government-To-Citizen State Government award by the Center for Digital Governance.

DGAA
Digital Government Achievement Award
2015 WINNER

Original Contract's Vision

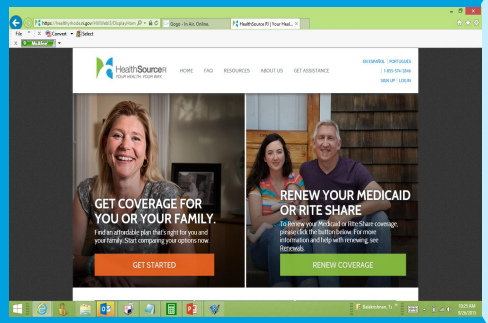
Base contract includes two independent solutions to manage health care and human servicesô programs

Phase 1 -Customer Portal

Customer

Health Source RI

Customers' Stakeholders

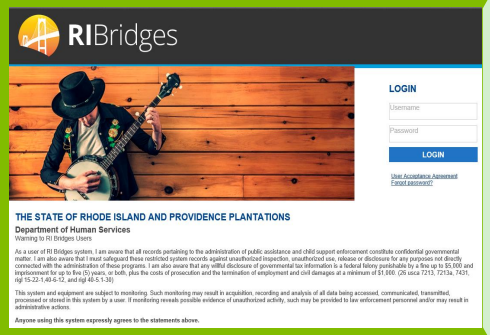


- Qualified Health Plans (QHP)
- Advanced Premium Tax Credits (APTC)
- Cost-Sharing Reductions (CSR)
- Medicaid Expansion

Phase 2 - Worker Portal

EOHHS

DHS



- SNAP (Food Stamps)
- RI Works (TANF)
- Traditional Medicaid
- State Supplemental Payments
- Child Care
- General Public Assistance
- Medicare Premium Payments

Future Vision: A Single System with a Common Platform

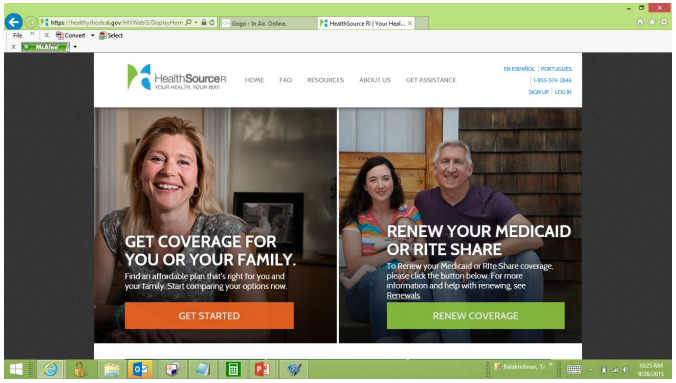
Creation of an integrated solution to provide a single access point for health and human services and the workers that administer the benefits.

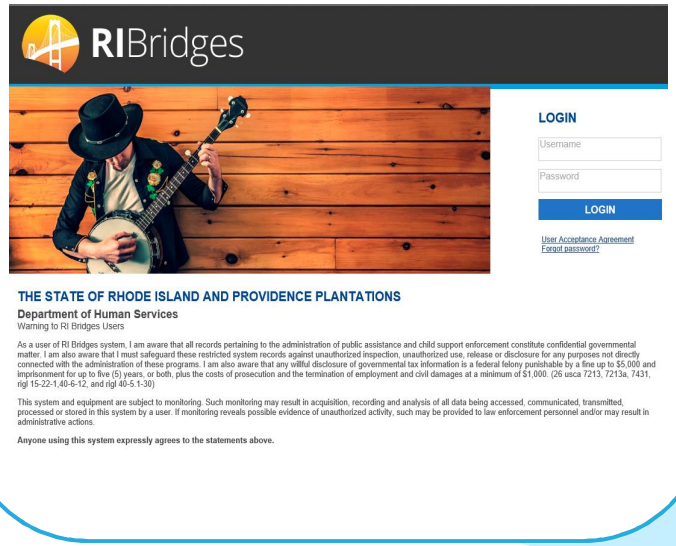
Customer

Customers' Stakeholders

Health Source RI

EOHHS/DHS





Programs Supported

- Health Insurance
- Medicaid Expansion
- Traditional Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Rhode Island Works (RIW)
- Child Care Assistance Program (CCAP)
- General Population Assistance (GPA)
- Medicare Premium Payments (MPP)
- State Supplemental Payments (SSP)
- *Child Support Enforcement (Future)*

Better Service, More Efficiency with Future Vision

Customer

- Improved customer service by introducing a single online location providing services for programs, as opposed to different locations dependent on the program(s)
- Reduced customer traffic and, therefore, wait times in the lobby
- Improved communication to customers through online customer portal, electronic notices, and ability to check benefits, status or a case, upcoming appointments, etc.

Customers' Stakeholders

- Customer-centric case management includes information about health care and human services available to clients across government programs
- Enables assistors/advocates/navigators to seek a wide range of services on behalf of customers using a single channel
- Streamlines application process and administrative time spent

Health Source RI

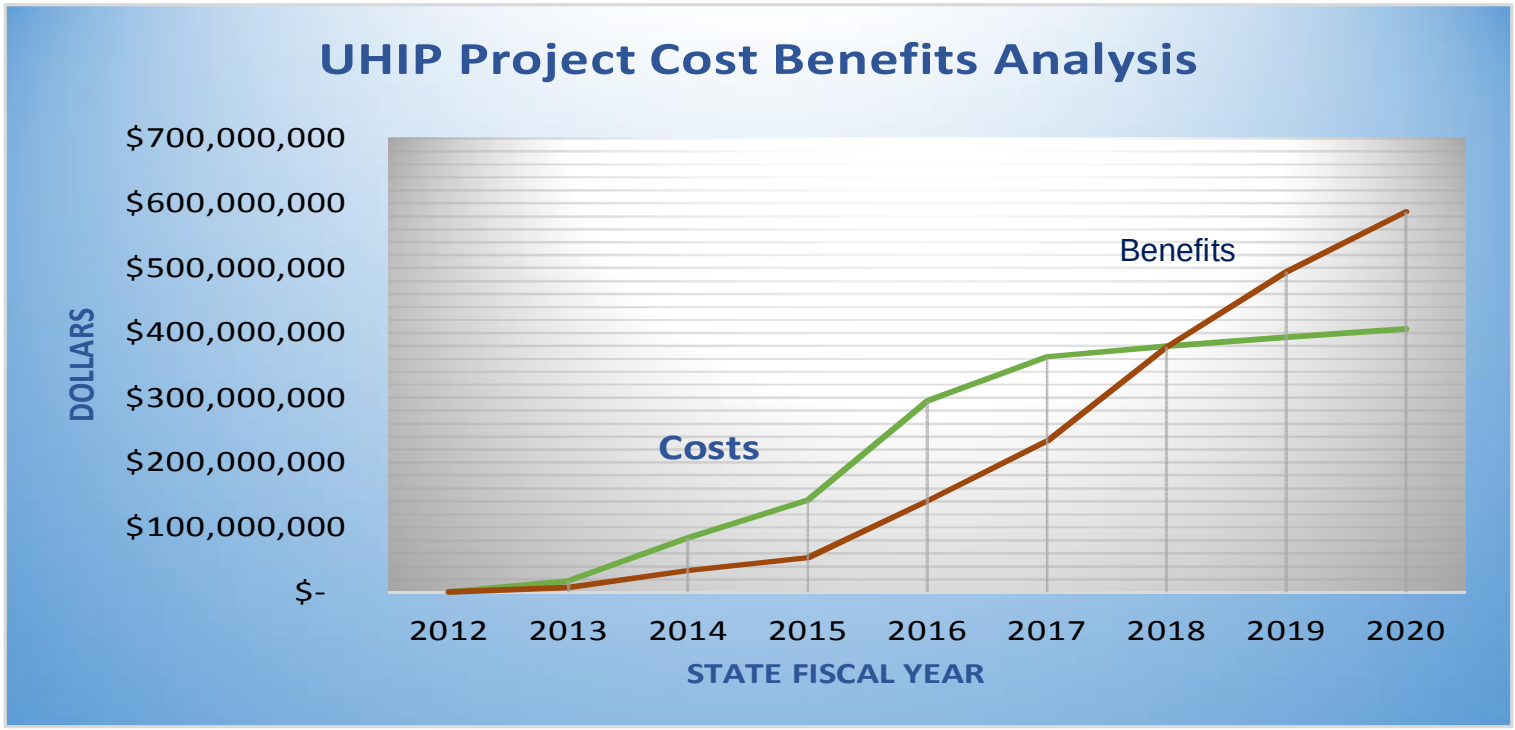
- Administrative functionality for HSRI staff though the RIBridges (**single**) Worker Portal
- Paperless customer service through Electronic Document Imaging solution with automated workflow
- Workload management through one system and process improvements through transaction logs, electronic case files, navigation tools, etc.

EOHHS/DHS

- Opportunity to increase federal and state timeliness
- Reduce program error rates and minimize federal sanctions
- Cost savings with improved program operational processes, streamlined program rules, and maximizing federal allocation of program funds ï in alignment with governorôs vision of Reinventing Medicaid and health care transformation in RI

UHIP Pays for Itself by FY18

UHIP will save Rhode Islanders more than $90 million each year (including $40 million general revenue) and pay for itself by FY18 through waste and fraud prevention, operational improvements, more efficient services and error reduction.



(Projected costs and benefits tracked cumulatively)

Over $90M in Projected Savings Each Year

UHIP is designed to streamline health and human service eligibility, improve protections against waste and fraud and replace quarter-century old technology in order to provide better quality services and better value for taxpayers. Once fully implemented beginning in July 2016, UHIP is projected to save more than $90 million each year, including $40.55 million in state general revenue.

Target Areas	Projected Savings
DHS workforce savings	$8.1M per year ($3M in general revenue)
Federal fines and penalties avoided	$2.6M per year ($2.6M in general revenue)
Enhanced program integrity ï Fraud reduction	$55M per year ($24.8M in general revenue)
UHIP Contact Center cost reductions	$9M per year ($2.25M in general revenue)
Eligibility and enrollment staff consolidation	$0.65M per year ($0.325M in general revenue)
Maximization of federal Medicaid match	$15M per year ($7.4M in general revenue)
Paperless office/storage savings	$0.25M per year ($0.175M in general revenue)
Total Projected Annual Savings	**$90.6M ($40.55M in general revenue)**
Migrating from InRhodes (cost avoidance)	$5.5M per year ($2.75M in general revenue)
Leveraging federal funding (cost avoidance)	$56M through FY17 ($56M in general revenue)
Total Projected Cost Avoidance (FY 2017)	**$61.5M ($58.75M in general revenue)**

Federal Govôt Invests $301M

Rhode Islandôs $80 million investment of state funds over six years leverages $301 million in federal support to complete a required, comprehensive infrastructure project that replaces quarter-century technology and saves Rhode Islanders $90 million each year.

Year	Federal	State	Total	Federal %	State % **
FFY 2012	$ 15,345	$ 1,705	$ 17,050	90.000%	10.000%
FFY 2013	$ 17,356,181	$ 1,101,176	$ 18,457,357	94.034%	5.966%
FFY 2014	$ 60,143,292	$ 9,810,756	$ 69,954,048	85.975%	14.025%
FFY 2015	$ 57,891,106	$ 12,275,284	$ 70,166,390	82.505%	17.495%
FFY 2016	$ 120,458,101	$ 32,747,265	$ 153,205,366	78.625%	21.375%
FFY 2017	$ 45,133,133	$ 23,153,745	$ 68,286,878	66.093%	33.907%
Totals	**$ 300,997,158**	**$ 79,089,931**	**$ 380,087,090**	**79.192%**	**20.808%**

*** Note: The Federal Financial Participation (FFP) for FFY 2012-2015 leverages a higher federal Cost Allocation Plan (CAP) ranging from 100% to 90% FFP. The FFP for FFY 2016-2017 reflects a slightly lower CAP due primarily to the expiration of the 100% FFP in December 2014 and the ramping up of the Integrated Eligibility System which has a blended CAP based on human service program.*

***Note: This includes the Exchange cost for stand alone and shared functions*