Section 11.0
Oversight and Monitoring

11.1
Expected completion date: Third quarter, 2013

The HIX will develop, with the assistance of a consultant, a process to perform required oversight activities specified in PPACA 1313(a), et seq. Compliance with this requirement is pending procurement of a vendor solution, and will be met prior to the system going live.

11.1a
Expected completion date: Third quarter, 2013

The HIX will develop, with the assistance of a consultant, a process to perform required oversight activities specified in PPACA 1313(a), et seq. Compliance with this requirement is pending procurement of a vendor solution, and will be met prior to the system going live.

The NM HIX will develop business operations and monitoring policies and procedures in concert with its IT vendor as the Exchange platform is designed and built. HIX senior management together the HSD oversight and monitoring team will determine metrics for evaluating HIX activities on an ongoing basis.

Steps for developing policies and procedures include:
•   Planning and developing HIX-specific program integrity policies and procedures
•   Defining and establishing quality control measures
•   Developing privacy and security policies and procedures
•   Developing or finalizing financial or accounting standards
•   Establishing reporting requirements and reporting processes for performance metrics
•   Determining frequency of data-collection and reporting
•   Executing agreements and MOUs between HIX, state agencies, insurers, and other stakeholders to assure oversight and monitoring of exchange activities
•   Establishing procedures for external audit

11.1b
Expected completion date: Third quarter, 2013

The HIX will develop, with the assistance of a consultant, a process to perform required oversight activities specified in PPACA 1313(a), et seq. Compliance with this requirement is pending procurement of a vendor solution, and will be met prior to the system going live.

HIX plans to develop and implement detailed business processes and performance monitoring functions to capture operational information and evaluate quality control. These business processes will also ensure that HIX functionality meets federal guidelines, is sustainable, and increases access to health insurance for New Mexicans.

HIX intends to: 1) collect and review certain measures; 2) establish targets; 3) incorporate results vs. targets into the balanced score card and internal accountabilities; and 4) pursue improvements in business processes via techniques similar to Lean or 6-Sigma.

Examples of measures which may be used by HIX include:
- Work flow (usage and volume) by class (anonymous, etc.) and customer type/profile
- Work steps (main and alternate paths; exceptions & errors)
- Work production (Level of effort (LOE) and output)
- Success rates: Enrollments vs. applications
- Fall outs: Shoppers who didn't apply (when did they drop out?)
- Failures: Uncorrected incompletes, rejections, failures to pay, etc.
- Verifications and exceptions vs. self-attestation
- Assistance requests (call center, walk in) by medium (phone, walk-in, chat, email, mail, etc.)
- Appeals and complaints
- Customer, agent, and employee surveys
- Financials: Amounts, ratios, and rates (units/dollar, dollar/unit)
- Other metrics as dictated by process development, operations, feedback, or senior management's direction.

11.2
Expected completion date: Second quarter, 2013

The HIX IT RFP includes requirements to support this blueprint activity.

11.3
Expected completion date: Second quarter, 2013

HIA, operating as the HIX, will institute procedures and policies in compliance with the financial integrity provisions of ACA 1313, including compliance with Government Accounting Standards Board, Government Accountability Office (GAO) Government Auditing Standards (Yellow Book), OMB Circular A-123 "Management's Responsibility for Internal Control"). HIA will build on its experience with financial operations and reporting as evidenced in the Financial Statements Audit, 12.31.11 and .10, including as an exhibit.

Supporting documentation:

- HIX IT RFP

- Financial Statements Audit, 12.31.11 and .10