

Arkansas Insurance Department (AID)
Arkansas Health Connector Division (AHCD)
Monthly Report to Steering Committee
November 18, 2013 through December 15, 2013

General Update

The AID AHCD continues implementation of Arkansas's State Partnership Marketplace, focusing on: 1) consumer enrollment for the 2014 plan year under less than optimal conditions; 2) preparation for QHP certifications for Plan Year 2015; and 3) obtaining state legislative funding approval to continue operations while supporting efforts to explore a state based marketplace. We are happy to report that the healthcare.gov website is functioning much more smoothly, and more and more Arkansans are enrolling. AHCD continues to seek Arkansas legislative funding appropriation to continue AHCD operations. The PEER Committee elected to "not review" our \$10.6 million Level One D grant award (received October, 2013) on December 5 and our request is scheduled for full Arkansas Legislative Council action on December 20th.

CONSUMER ASSISTANCE

Enrollment

- The U.S. Department of Health and Human Services (HHS) released updated nationwide enrollment statistics for October – November as well as state-specific numbers. Arkansans are increasingly enrolling in Health Insurance Marketplace plans. HHS reports improvement in the way of healthcare.gov functions and we are hearing anecdotal information about more and more people getting enrolled and having a better shopping experience on the web. From October 1, the first day of open enrollment, through November 30, in Arkansas there were 17,983 total completed applications; 34,591 individuals included in those applications; and 13,568 eligible for a Marketplace plan with 6,070 eligible for tax credits. Of the total individuals included in the applications, 11,260 were determined to be Medicaid eligible and 9,763 persons had applications that were pending. The number of people who had selected a Marketplace plan by November 30 is 1,404. This compares with 250 by October 31. Unofficial federal reports since December 1 are that four times as many Americans visited Healthcare.gov in the first week of December when compared to all of November.
- The Center for Consumer Information and Insurance Oversight (CCIIO) at HHS did not provide monthly enrollment numbers, citing problems of some individuals being counted in more than one month (for example, they applied in October but actually completed enrollment in November), but the cumulative statistics as reported above do indicate an upsurge in the enrollment process. October numbers follow for comparison. From October 1 to November 2, there were 7,294 Arkansas applications completed representing 14,059 individuals. Of those, 6,123 were eligible for non-Private Option Marketplace plans with 2,279 of those applicants qualifying for premium tax credits; 250 had selected a plan and 506 applications were pending. Of the 14,059 individuals applying for coverage, 7,430 were eligible for the Private Option.
- Nationwide, during October-November, there were 39.1 million visitors to Marketplace websites (Federally-Facilitated Marketplace and State-Based Marketplaces) and 1.8 million total applications covering 3.7 million persons.

- AID continues to work on innovative ways to inform the public about the Marketplace insurance options. We are collaborating with the Arkansas Hospital Association, the Arkansas Association of Two-Year Colleges (AATYC), the Arkansas Department of Health, and other local groups, to stage enrollment awareness events across the state.

Guides

- According to Guide organization reporting through December 12, the entities have assisted 11,739 with enrollment; assisted 183,604 with information including providing referrals for complaints; and participated in 12,491 outreach events, which could either be public or in a household.
- Guide Training by the Arkansas Association of Two-Year Colleges (AATYC) continues. Development of state-based on-line Phase I and III training phases has been completed. There have been 469 individuals to complete the classroom portions of Phase I and Phase III. This total includes IPA Guides, Outreach and Enrollment Assisters (OEAs), and Federal Navigators. The classroom component of Phase III ceased on November 21. All phases of training are now offered online only. The online portion of Phase III is currently being updated. This updated version will include audio and video elements through the use of Adobe Captivate and will have the same format as Phase I. The Arkansas Association of Two-Year Colleges is scheduled to provide this updated version to AID on December 18 for final revisions.

Licensing

- AID licensing of guides, producers, and other marketplace assisters continues. Through December 11, 1,826 Marketplace In-Person Assister (IPA) and producer licenses had been issued by AID. Those include 1,251 licenses to producers, 411 to guides, 151 to certified application counselors, and 13 to navigators.

Plan Management

- AID continues working with diverse stakeholders to prepare for issuer applications for Qualified Health Plans certification for the 2015 Plan Year.
- AID continues working with DHS, ACHI, Issuers, and contractors on Private Option Implementation. A Memorandum of Understanding was completed and sent to CMS in early December.

HIM Board

- Budget negotiations between AID and HHS regarding the Level One E grant application occurred on December 12. The discussions were productive. The grant was submitted on November 15 to CCIIO for funding the Arkansas Health Insurance Marketplace Board to begin State-Based Marketplace planning. CCIIO had some questions concerning documentation for the rationale behind the requests and who would be accountable for grant-funded activities. The money will fund the initial start-up and operations of the Board. Federal grants are expected to fund the board until it receives non-grant operational revenue. The earliest that revenue could come in is 2016. AHCD staff and First Data helped the Board develop and draft the funding request. First Data will provide interim staff support. The Bureau of Legislative Research is also working with the board through the end of December.

According to Act 1500, which established the Board, AID is the entity that seeks federal grant money for use by the Marketplace.

Federal Update

Level One D request

- The Level One D appropriation request went before the PEER Committee of the Arkansas Legislative Council on December 5. The committee declined to review the request, making no recommendation. It will go before the full Legislative Council on December 20. As previously reported, AID received the Level One D notice of grant award on October 23 from CCIIO. We had sought \$11.8 million but that was cut to \$10.6 million due, in part, to the ongoing federal budget sequester in Congress.
- In review, our Level One D request would: 1) Continue our Outreach & Education campaign designed to share insurance options with eligible consumers and encourage enrollment, with an added emphasis on those who have had life-changing events that would qualify them to enroll outside the open enrollment period; 2) Continue our In-Person Assister services with a maximum of 537 guides through open enrollment and approximately 134 after open enrollment until September, 2014, when we estimate increasing IPAs to approximately 271 in preparation for 2015 open enrollment; 3) Continue our Speakers Bureau to inform communities across the regions of the state about coverage options available under the ACA; 4) Continue developing policies and procedures to support plan monitoring while also establishing Plan Year 2015 QHP certification and re-certification criteria and developing account management functions; and 5) Continue working on continuity of coverage issues, specifically regarding pediatric and stand-alone dental plans.

Other federal matters

- Weekly teleconference meetings continue among AHCD staff, our CCIIO Project Officer, Emily Pedneau, and other CCIIO/CMS staff as needed regarding pending CCIIO-related questions. AHCD staff also engage in meetings via webinars for technical assistance and development.
- HHS announced on November 27 that the online capability of signing employees up for plans in the Small Business Health Options Program (SHOP) would be delayed one year from Plan Year 2014 to Plan Year 2015. The new plan is to have the online capability ready by November 2014, which would give time to sign up for 2015.
- CCIIO formally advised in early December that if consumers sign up for a plan by December 23 they could have coverage by January 1. The previous deadline was December 15. They have also encouraged issuers to extend payment deadlines to January 31 for retroactive January 1 coverage and to provide for continuity of coverage as consumers change plans and may be facing changes in networks or prescription drug coverage. Arkansas issuers are making operations plans to assist consumers through this extended enrollment window.
- Arkansas issuers are currently reporting few errors with 834 (enrollment forms) coming from CCIIO.
- CCIIO also extended the existence of the federally-run Pre-Existing Condition Insurance Plan (PCIP) a month through January 31, 2014. This transitional coverage will allow PCIP enrollees more time to

review Marketplace plan options and enroll in the coverage that best meets their needs. They will be notified by mail of this offer to extend their PCIP plan for an additional month, along with details about cost-sharing. Eligible enrollees can purchase PCIP transitional coverage by mailing in a January premium payment; this will be the same monthly rate that they paid for December 2013.

Arkansas Health Connector Division

Outreach and Education

- AHCD continues operating under the reality that there is no funded Outreach and Education marketing contract and therefore a lack of expertise, staffing, and funding to adequately inform the public about how and when to enroll during this critical first open enrollment period. We have addressed complaints by legislators of advertising and activities not implemented or endorsed by the AHCD's outreach campaign. Commissioner Bradford continues to respectfully inform legislators of the need for approving an outreach and education contract that will focus on personal responsibility and insurance enrollment by Arkansans using funds already approved by CCIO and appropriated by the ALC for this purpose. As enrollment through healthcare.gov improves more and more, the time may be right at a later point for reconsideration of the additional funding request for the contract with Mangan Holcomb Partners.
- The AHCD's page on the AID website was updated November 26 with a fresh new look and with improved organization and features to provide additional outreach to the public as well as serving as a home for AHCD-related documentation. AHCD Public Information Manager Heather Haywood has taken the lead on this project. The web-page was designed and developed by the Internet Network of Arkansas and is located at <http://ahc.arkansas.gov/>
- Web traffic on ARHealthConnector.org has been fairly steady of late but we certainly could push those numbers higher with additional marketing funding. From October 1, the first day of open enrollment, through December 11, there were 101,829 unique visits to the website, 124,981 total web visits, 404,609 web pages views, and 49,594 re-directs to Healthcare.gov. As reported above, ARHealthConnector.org visitors are being redirected to the ahc.arkansas.gov page. One service we are not able to maintain without the MHP contract is a Spanish version of our website.
- AHCD staff is working with the Arkansas Hospital Association, the Arkansas Association of Two-Year Colleges, and the Arkansas Health Department to stage enrollment events at various sites across the state during the first two weeks in December. The goal is to encourage Arkansans to enroll by December 23 to ensure coverage by January 1. We are partnering with hospitals, schools and local non-profit organizations, including In-Person Assister entities, in an effort to obtain as much participation as possible around the state. Events scheduled over the last two weeks were: December 2 in Harrison, December 4 in Walnut Ridge, December 5 in Mountain Home (canceled because of ice), December 7 in Pine Bluff (canceled because of ice), December 10 in Searcy, December 11 in Conway, December 12 in Hope, December 13 in Little Rock, and December 14 in Jonesboro. We are having discussions about rescheduling the canceled events and for staging possible additional events in the coming weeks in Harrison, West Memphis, Magnolia, and El Dorado. The AARP, Arkansas Advocates for Children and Families, and the Arkansas Public Policy Panel have also assisted. The events weren't as well attended as we would have liked but it was encouraging to see consumers get enrolled in plans while on healthcare.gov with guides assisting.

- Go to www.arhealthconnector.org to schedule a presentation by the Speakers Bureau. AHCD continues to work with project management vendor First Data to coordinate community presentations by the Arkansas Department of Health and the University of Arkansas Partners for Inclusive Communities.
- We continue to receive multiple news and other media requests for information and interviews and work hard to respond completely and in a timely manner. There were approximately 40 media requests answered from November 18 through December 12. Interviews include those with *Fox Business Channel*, *Arkansas Democrat-Gazette*, *Batesville Guard*, *Arkansas News Bureau*, *Wall Street Journal*, and The Associated Press. KTHV Channel 11 hosted another phone bank event and local radio interviews were conducted by Searcy and Hot Springs stations.

Plan Management

- AHCD staff continued to meet with issuers and other stakeholders regarding network adequacy, quality reporting, and other issues in preparation for Plan Year 2015. These issues are discussed further in the report under Plan Management Advisory Committee.
- All plan changes submitted to CCIIO for plan year 2014 have been resolved and completed. CCIIO gave issuers another opportunity to submit changes to the plans certified for the Marketplace. AID staff reviewed these requested changes and worked with issuers regarding what's acceptable. To be approved, any requested change was required to be of a technical nature. If the request would affect the nature of the policy itself, any requested change had to fit existing AID standards for the changes to be approved. The deadline for changes to be submitted to the Centers for Medicare and Medicaid Services was November 17.
- Concern has been expressed by provider and advocacy groups about how "limited provider networks" comply with Arkansas's *Any Willing Provider* statute. The Commissioner is currently reviewing these concerns. Plan Management contractor PCG has been approached to research the issue of narrower (but not closed) networks for PY 2015 and how Arkansas might transition into such offerings if that is a Commissioner-approved choice going forward.

Private Option

- DHS, AID, and ACHI continue to work with vendors Manatt Health Solutions, Optumas, and Hewlett Packard (HP), CMS, and the private insurance carriers to finalize Medicaid and Marketplace operational processes for the Private Option (coverage expansion through Medicaid payment of premiums for eligible consumers enrolling into QHPs doing business in the Health Insurance Marketplace). Of particular interest to agents and brokers, a way has been found to record the identity of the assisting agent within the transaction data so they can get the commission they usually get when they sell plans. Weekly meetings continue.
- An agreement has been reached among AID, Arkansas Medicaid and insurance carriers on a Memorandum of Understanding setting forth how each party will work together to ensure the success of the Private Option. This was forwarded to CMS for approval.

- Discussion continues concerning consumer out-of-pocket responsibilities (cost-sharing) for payment of costs of non-Essential Health Benefits covered under Private Option plans. These benefits cover such things as adult vision, hearing aids and TMJ which aren't mandated to be covered by the ACA. While 2014 premiums are paid by Medicaid, other cost-sharing related to non-EHBs will be the responsibility of consumers. How to design insurance plans, including whether to allow insertion of non-EHBs within those plans in future years, is being currently discussed.
- DHS reported that through December 2, 59,203 people have completed enrollment in the Private Option and 5,432 additional beneficiaries have been determined better served by the traditional Medicaid program because of exceptional health care needs.

Operations

- The AID's Consumer Services Division (CSD) has been prepared to respond to public inquiries that result from our outreach and education efforts. From October 1 to December 13, the CSD received 5,571 phone calls pertaining to the Marketplace. AID CSD and AHCD have worked diligently to provide answers to all members of the public.
- In a mutually agreeable solution created in consultation with AID CSD, AHCD has absorbed the staff from the Consumer Assistance Program to address the increased volume related to Marketplace consumer contacts. This will improve management and communication related to the increased volume of consumer assistance needs and the rapidly changing environment involving the ACA and related information and implementation and enforcement guidelines. AHCD's Tracey Dennis, Consumer Assistance Specialist, will work with veteran Consumer Assistance Program Manager Justin Mizell to manage the Arkansas Health Connector Resource Center.

Arkansas Health Insurance Marketplace Board

- The Arkansas Health Insurance Marketplace Board of Directors met December 5 and December 11 in the Big Mac building on the Capitol grounds. Commissioner Bradford, Deputy Commissioner Cindy Crone, and AHCD Finance Specialist Amanda Spicer attended. The board decided to rent office space in the Prospect Building in Little Rock, debated procurement rules expected to be finalized in January, and agreed to advertise for an executive director.
- As mentioned earlier in this report, the proposed Level One E grant would fund the board's planning and operations for exploring transition to a State-Based Marketplace. AHCD staff and contractor First Data are cooperating with the HIM Board members and legislative staff. As previously reported, AHCD will delay requesting additional Level One grant funding (Level One F) from HHS for the State Partnership Marketplace operations until CCIIO's February 2014 cycle.
- The Board has set up a website: <http://arhim.arkansas.gov/>

Advisory Committees/Steering Committee Updates

Steering Committee – The Steering Committee met November 19 at the AID.

Deputy Commissioner Crone provided brief updates on a new interactive IPA organization locator map in development, the Level One E application being submitted, and the planning of community enrollment events. Anna Strong of Arkansas Advocates for Children and Families asked that the Steering Committee be kept informed of these events.

In response to a question about the MHP contract, Heather Haywood stated that it would take about three weeks to re-start the campaign following legislative approval.

It was reported that Steering Committee members had seen/heard continuing Marketplace advertisements. It was discussed that sports advertising packages (NFL, SEC, Olympics) were purchased prior to September 30's lack of funding approval.

Several members expressed concerns of a snowball effect from the early frustrations and troubles with the healthcare.gov website that could result in markedly decreased enrollment in the Marketplace.

The Consumer Assistance Advisory Committee did not meet in November. Anna Strong reported that the Committee will meet in December.

The Steering Committee approved recommendations from the November Plan Management Advisory Committee (PMAC) related to Network Adequacy involving such items as maps, metrics and network access plan. One modification was made by the Steering Committee: Patient-Centered Medical Homes are required to be indicated in the provider directory. Commissioner Bradford has signed off on these recommendations and plans to issue a rule addressing them.

The Committee next meets on December 18.

Plan Management Advisory Committee – The PMAC met December 11, following cancellation on December 6 due to icy weather.

The Quality Subgroup decided upon a timeline for reviewing a proposed federal rule, which includes proposed quality measures, and submitting public comments due by January 21, 2014.

PCG gave an overview of Pediatric Dental benefits being offered. An inconsistency between treatment of dental benefits and vision benefits in the Marketplace was noted. The PMAC gave no recommendations for changes given the lack of data at this point.

It was decided to not recommend any changes in the service areas at this time.

The next meeting will be January 10, 2014.

Consumer Assistance Advisory Committee - The Consumer Assistance Advisory Committee (CAAC) met December 13.

The CAAC received updates on new assister organizations, Private Option enrollment, outreach and education activities, licensing and training of guides, and guide activities. Joni Jones with the DHS Division of County Operation said DHS plans a webinar to help agents and brokers flag troublesome numbers and dates that may hold up applications. Jones also indicated that the preferred nomenclature for "medically frail" is now "medically needy."

The next meeting will be January 10.

Contracts/Procurement Update

Project Management – First Data has continued in its overall project management role. That role has expanded to assist the Arkansas Health Insurance Marketplace Board through March, 2014 and a contract extension to December 2014 was approved by the ALC. However, funding for the SPM functions performed by First Data expires in December 2013 and continuing funds are held up in the Level One D grant appropriation delay. The Review Committee of the Legislative Council will likely take up the expansion of the First Data contract at its January meeting if the Level One D funding is appropriated during the December 20 Legislative Council meeting. This continuing project management contract is considered critical to SPM operations.

Outreach and Education –To partially address a staffing void that resulted from lack of approval for AHCD’s outreach/education vendor contract, AHCD expanded the CAI contract through the Department of Information Services for technical services (see Exchange Staff Update below).

Plan Management – PCG and Lewis & Ellis continue to provide expert analysis and guidance as we navigate issues following the public release of plans and rates. As we prepare for the Plan Year 2015 certification process, we are seeking to increase the PCG contract amount due to increased services needed. PCG’s contract was reviewed by the Legislative Council’s Review Committee on December 4 and we are seeking full ALC approval on December 20.

Evaluation RFP – The Legislative Council’s PEER Committee on December 5 reviewed our agreement with UAMS College of Public Health for the college to evaluate the planning and implementation of Arkansas’s State Partnership Health Insurance Marketplace. There is a commitment by all to leverage and coordinate multiple evaluation efforts in ongoing performance improvement. The college would evaluate all aspects of the Marketplace in Arkansas including governance, Outreach and Education, Qualified Health Plans, guide training, guide performance, open enrollment, and impact on health care providers. It would also help create a plan for how to best approach Year Two of the Marketplace. Full approval is sought at the December 20 ALC meeting.

Guide Management System (GMS) – CAI expects completion on the development of the GMS by the first part of February. AHCD continues to work with CAI on this project. Functionalities are largely complete and working. First Data continues to work with CAI to ensure there is an effective maintenance tool that will allow AHCD to control the GMS after CAI has left this project.

Exchange Staff Update

Terri Clark, who submitted her resignation as Communications Specialist in November, left AID effective November 26. AHCD has obtained replacement communications services to aid with Outreach and Education activities by contracting with the Department of Information Services (DIS). DIS contracts with CAI, Computer Aid Inc., which is providing AHCD with the services of Jarrod Johnson, a veteran of various outreach campaigns throughout Arkansas, in particular through his

previous work at the Arkansas Secretary of State’s Office. Johnson’s technical skills include website content management and website communication.

James Stepp, the Information Technology Specialist assigned to the AHCD, left AID effective December 13. AID IS Director Carder Hawkins will be hiring his replacement.

Employees of the Consumer Services Division who have been specifically assigned to receiving calls associated with the Marketplace have been reassigned to the AHCD. These employees are funded by the Consumer Assistance Program (CAP) grant and plans are to continue salaries and operations for this much needed consumer assistance function under Level One funding, including the Level One D contract scheduled to be addressed at the December 20th ALC meeting. The transferred employees are: Justin Mizell (supervisor), Chiquita Briscoe, Tim Cole, Nadia D’Avignon, and Mary Metz.

Stakeholder meetings attended/presentations update

- Town Hall meeting, Hazen, Nov. 18 (Donaldson)
- Business group meeting, Nashville, Nov. 19 (Donaldson)
- Lonoke Baptist Church public forum, Lonoke, Nov. 19 (Cook)
- Consumer and small business panel discussion, Malvern, Nov. 20 (Donaldson)
- National Association of Insurance and Financial Advisors, North Little Rock, Nov. 21 (Donaldson)
- Small business presentation, Malvern, Nov. 22 (Donaldson)
- Arkansas Minority Health Commission, Little Rock, Nov. 26 (Donaldson)
- ACA presentation, Texarkana church group, Dec. 4 (Donaldson)
- Future Builders Inc., Little Rock, Dec. 4 (Cook)
- AARP Tele-Town Hall, Dec. 5 (Crone)
- 2013 Member Engagement Leadership Forum, Ft. Lauderdale, Dec. 9 (Cook)
- Phone conference with NETWORK, a national Roman Catholic group, Dec. 12 (Crone)

The AHCD Bi-Weekly Status Meeting – This meeting of contractors and staff occurred December 12. Craig Wilson of the Arkansas Center for Health Improvement spoke of progress working toward an All-Payers Claims Database and the development of quality metrics.

Key Risks/Issues

Below is a summary of submitted/open risks/issues for the report period.

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
Lack of continued cohesiveness between the FFE Partnership, Arkansas DHS and ACHI- related healthcare improvement initiatives (workforce, payment reform, health information technology, Private Option).	Organizational	<ul style="list-style-type: none"> • Different messages being distributed by different agencies. • Redundancy of work. • Increased workload due to multiple 	Regular/frequent communications with key stakeholders and agency leaders to ensure ongoing and consistent information sharing and status updates.	Open

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
		requirements.		
<p>The Federal Funding model coupled with the State of Arkansas spending authorization model creates the need for multiple spending approval cycles plus introduces the possibility of available federal funds without the authority to spend.</p>	Organizational	<ul style="list-style-type: none"> Schedule delays due to lack of funding for staff, operations or services required to meet Partnership responsibilities. 	<ul style="list-style-type: none"> Evaluate impact of CCIIO review process on the release of IT funds from CCIIO Develop subsequent Grant requests well in advance of the end of current grant monies allocation Coordinate funding requests timings between AHCD and Arkansas Health Insurance Marketplace Board Continue to educate legislators on funding needs, processes and timelines 	Open
<p>Getting navigators and guides hired and trained in a timely manner.</p>	Organizational	<p>Delays in educating eligible individuals about their health insurance choices. Eligible individuals fail to sign up for coverage.</p>	<ul style="list-style-type: none"> Expedited agreement with Department of Higher Education for community colleges to provide training (complete). Quickly getting information to IPA vendors. Tracking of #IPAs licensed. Coordinate between CCIIO, Navigator Grantees, IPA Guide Organizations, Licensed Producers and CACs Add development and dissemination of routine updates to all licensed assisters and producers during rapidly changing information related to enrollment for PY 2014. 	Open
		Up to a quarter million low income Arkansans	<ul style="list-style-type: none"> Provide data for economic and human benefit of 	

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
Continuity of Coverage recommendation for Medicaid to purchase private plans through the Exchange fails to receive the necessary appropriation during the 2013 fiscal session of the Legislature or continuing appropriation in 2014 fiscal session.	Legislative	will lose health insurance coverage in 2015 after gaining it in 2014.	<p>Medicaid buying into private health insurance. Continue implementation planning for “private option”.</p> <ul style="list-style-type: none"> • Doing all we can to cooperate with and welcome legislators into our information and planning process. 	Open.
Few issuers apply to participate on the Exchange.	Organizational	Lack of choices for Exchange consumers.	<ul style="list-style-type: none"> • Held multiple meetings with carriers to urge them to participate and answer any questions they may have. Continue to work with those who have applied to ensure their companies are financially sound and their plans provide the required access and benefits. • Will soon begin outreach to issuers for Plan Year 2015. 	Closed for Plan Year 2014. However, this will continue to be an issue to watch in future years as PY 2015 certification application time approaches.
Outreach and Education contract for Level One C rejected	Financial	Marketing outreach during open enrollment eliminated; eligible not reached, could miss out on coverage.	Continue working to provide detailed information to legislators to see if there is room to negotiate.	Appears to be closed at this time following rejection of contract by ALC
New Arkansas Health Marketplace Board fails to reach consensus on Marketplace Model for AR	Organizational	Work accomplishments could be discarded or duplicated; delays or non-CCIIO funding could result	Establish communication lines with the new board members, some of which are already aware of what we have done, and seek good working relationships.	Open
Level One D grant appropriation rejected	Financial	Progress halts and Marketplace activities in Arkansas are severely reduced during Year One of enrollment and	Work with legislators to understand the need for MFG appropriation to continue operations of the State Partnership Marketplace. .	Closed on the federal level; open on state level as appropriation approval is

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
		coverage.		pending
Level One E grant not approved by CCIIO or appropriated by AR Legislature.	Financial	Progress for State Based Marketplace will be delayed.	Work with CCIIO and AR legislators including the HIM Oversight Committee to obtain funding and MFG approval	Open

Key Meetings/Milestones Concluded

Meeting/Milestone	Type	Completed Date
House and Senate Public Health, Welfare and Labor Committee	State-Legislative	11/21/2013
ALC-Review	State-Legislative	12/4/2013
Arkansas Legislative Council-PEER	State-Legislative	12/5/2013
Arkansas Health Insurance Marketplace Board of Directors	State	12/5/2013 12/11/2013
Plan Management Advisory Committee	State	12/11/2013
Consumer Assistance Advisory Committee	State	12/13/2013

Key Meetings/Milestones Upcoming

Meeting/Milestone	Type	Date
Steering Committee Meeting	State	12/18/2013
ALC-Review	State-Legislative	12/19/2013
House and Senate Public Health, Welfare & Labor Committees	State - Legislative	12/19/2013
Arkansas Legislative Council	State-Legislative	12/20/2013
ALC-Review	State-Legislative	1/8/2014
ALC-PEER	State-Legislative	1/9/2014
Plan Management Advisory Committee	State	1/10/2014
Consumer Assistance Advisory Committee	State	1/10/2014
House and Senate Public Health, Welfare & Labor Committees	State-Legislative	1/16/2014

Meeting/Milestone	Type	Date
House and Senate Public Health, Welfare & Labor Committees	State-Legislative	1/23,24/2014