## Appendix II Required Reporting Information for Consultant Hiring

## **Required Reporting Information for Individual Consultants**

		Proposed Consultants b	y Core Area Require	ed informatior	1	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
Background	TBD	Develop an evaluation plan	Under the terms of	2012-45	2012- \$277/hr. for	Exchange staff in the
research and		for the California Health	the Establishment	days	a total of \$99,720;	Research and Plan
evaluation		Benefit Exchange. Services	grant, states are			Management section will
		include identifying intended	required to	2013-113	2013- \$277/hr. for	receive consultant
		outcomes (e.g., in the areas	develop and	days	a total of \$251,294	deliverables, evaluate
		of outreach/marketing,	implement			consultant performance and
		health care systems	evaluation plans			hold consultants to the
		utilization changes, health	including specific			terms of their engagements.
		outcomes); identifying	measures of how			Each contract will be
		possible secondary data	the grantee will			assigned to in-house staff
		sources and identifying any	evaluate its			who will oversee the
		primary data collection	progress and			contract and deliverables.
		needs along with associated	measure success in			
		study designs and methods;	each of the			
		develop budget and	Exchange			
		implementation plan; and	Establishment Core			
		begin implementation	Areas.			
Stakeholder	TBD	Stakeholder Engagement	Support and	2012-45	2012- \$50,000	Exchange staff will oversee
consultation		and Advisory Groups	facilitation of	days		and monitor each
		Support	stakeholder and		2013- \$100,000;	stakeholder and advisory
			advisory group	2013-180		group engagement activity
			meetings and	days		to validate the effectiveness
			engagement			of the process
Governance,	TBD - Outside Legal	Outside legal counsel for	Outside legal	2012- 250	2012- \$500,000	Staff Counsel and the
Legislative	Counsel/ Private based	special projects, including	counsel is essential	days		General Counsel will review
and	organization	contract drafting and	in the preparation	2013- 158	2013- \$315,000	outside legal counsel's
Regulatory		negotiation as well as	and negotiation of	days		invoices to ensure the rates

		Proposed Consultants b	y Core Area Require	ed informatior	1	
Core Area	Consultant/Organization	Nature of Services to be rendered	Relevance of services to project	Duration of services	Expected rate of compensation	Method of Accountability
		litigation, in areas of the law in which state attorneys lack expertise. Such areas include, but are not limited to, complex intellectual property matters.	information technology contracts given the specialized intellectual property issues and complexity of the procurement contracts. Litigation often requires the expertise of outside counsel with expertise not available within current State attorney resources.			and services billed for are appropriate.
Governance, Legislative and Regulatory	TBD	Support development of the California Health Benefit Exchange Blueprint including development of Blueprint application and supporting documentation in 13 Exchange activity areas.	Development of the Blueprint application is a critical milestone which must be completed in the Level I (1.2) grant period in order for the Exchange to obtain federal certification	2013-45 days	2013-\$150,000	The Director of Policy Development will oversee the development of the blueprint in accordance with federal guidelines.
Qualified Health Plan Management	Health economist and evaluation research consultants/Private	Econometric analyses of health care delivery reform mechanisms to help measure success of the Exchange in driving delivery	The Exchange is charged with driving delivery system reform. Evaluation	2012-75 days 2013-125 days	2012- \$277/hr. for a total of \$166,200 2013- \$277/hr. for a total of \$277,000	Exchange staff will be responsible for oversight of performance by Consultants. They will also be responsible for evaluating whether QHP

		Proposed Consultants b	y Core Area Require	ed information	ı	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
		system reform. In addition, QHP bidders will submit data and proposals requiring economic analysis and evaluation. The Exchange may develop pilot programs negotiated with QHP issuers which will be subjected to independent evaluation to determine if the pilot was successful.	research and economic analysis will assist in the process and support ongoing refinements to the QHP certification and re-certification standards and process.			issuers are performing according to the terms of agreement in their contracts. Data analysis, econometrics and evaluation research will help the Exchange be accountable to its stakeholders in demonstrating whether it has achieved its goals and guide the Exchange towards revision and development of future pilot projects in new
Information Technology	TBD-internal/TBD	Outside consultants to provide support services for Exchange internal information technology support.	The services are essential for network configuration and construction of the internal network for the Exchange	2012-135 days 2013-180 days	2012- \$666,667; 2013- \$1,333,332	areas of market reform. Deliverables-based contract. Deliverables will be reviewed by the Chief Technology Officer
Operations and financial management	Fiscal Review Consultant/Private Consultant	Outside fiscal consultant to review and develop internal and external system controls, and advise concerning the interface of insurance based systems with state control systems.	Expertise is needed to develop the internal and external monitoring systems given the complexity of interface between state.	2013 - 200 days	\$250 / hr. – 2013- \$400,000	Verify hours billed and evaluate quality of effort.
Operations and financial management	Financial Planning & Analysis/Private Consultant	Fraud prevention; premium accounting/reconciliation; accounting systems; FP&A system; policies/procedures	Ensuring accounting and payment practices are in accordance	2012-120 days; 2013-400	2012- \$250,000 2013- \$700,000	Verify hours billed and evaluate against quality of effort.

		Proposed Consultants b	oy Core Area Require	ed information	ı	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
			with federal	days		
			requirements.			
Operations	Private Consultant	Outside consultant to	Technical Support	2012 - 15	\$250 / hr. –	Verify hours billed and
and financial		review and draft HBEX grant	for the	days	2012- \$30,000;	evaluate quality of effort.
management		applications and documents	development of		2013- \$50,000	
		for review and approval by	grant documents	2013 - 25		
		the federal government.	as outlined in	days		
			federal grant			
			announcements			
Operations	TBD/Private Consultant	Strategic Planning Services	Project	2013 - 75	\$250 / hr. –	Verify hours billed and
and financial			management and	days	2013- \$150,000	evaluate quality of effort.
management			ongoing strategic			
			planning services			
			ensure the			
			Exchange can			
			execute its			
			programs and be			
			responsive to			
			external changes			

## **Required Reporting Information for Non-Individual Consultants**

	Proposed Consultants by Core Area Required information							
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability		
		rendered	services to project	of services	compensation			
Qualified	Plan Quality and	Consultants will apply QHP	In order for QHP	8/31/12-	2012- \$296,944	The Exchange staff will be		
health plan	Measurement Consultants/	certification standards	selection and plan	6/30/13		responsible for overseeing		
management	Private consultants	regarding quality standards	oversight to be		2013- \$740,144	performance by Consultants		
		(accreditation) and measure	effective and			to make sure that work		
		the impact of delivery	robust, staff will			performed is within scope		
		system reforms on plan	need assistance			and of satisfactory quality.		
		performance, improvement	from consultants to			Exchange staff will review		

		Proposed Consultants k	oy Core Area Require	d information		
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
		in health outcomes for enrollees and similar data reported by plans and provider groups. QHPs are expected to submit data on compliance with QHP standards during the plan year and consultants for the Exchange can help verify and measure whether or not these standards have produced the desired reform of the health care	design, collect and conduct independent verification of the performance measures and data reported by QHP issuers.			reports from consultants and draw conclusions about whether or not QHP issuers' claims about health care delivery reform successes are real.
Qualified health plan management	Actuarial consultants/ Private consultants	delivery system. Actuarial consultants will assist with plan selection and premium negotiation as part of the selection process. Actuarial consultants will advise Exchange staff regarding changes in benefit plan design that might be proposed by QHP bidders. The Exchange anticipates that consumer feedback from use of the Exchange website regarding benefit plan design might prompt the Exchange to pursue benefit plan design changes and actuarial consultants can advise on how to make such changes without	Actuarial expertise is needed to evaluate benefit plan design options under consideration, including proposals from QHP issuers, to ensure compliance with federal rules and to provide Board and staff with critical information on elements such as cost-sharing, service limits, network design and the actuarial impact of certain	8/31/12- 6/30/13	2012- \$\$66,480 2013- \$155,120	The Exchange staff will also be responsible for overseeing performance by Consultants to make sure that work performed is within scope and of satisfactory quality. Exchange staff will meet regularly with actuarial consultants, review reports and data analyses and request special studies and review results as needed to support the Exchange's obligation to select and maintain a suitable number of QHPs for purchase through the Exchange in 2014, 2015 and 2016.

		Proposed Consultants k		1	1	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
		degrading the actuarial	delivery system			
		values of the products.	reforms.			
SHOP	TBD	Support for solicitation,	Six months of	1/1/2013-	2013-\$576,000	Director of SHOP will
		selection, and training of	temporary	6/30/13		oversee the development,
		SHOP Agents	increased effort			deployment and evaluation
			(four FTEs) to on-			of the SHOP agent program.
			board SHOP Agents			
SHOP	TBD	Support for contracting and	Six months of	8/31/12-	2012- \$240,000	Director of SHOP will be
		initiation SHOP Supplier	temporary	2/29/13		responsible for the oversight
		Vendors	increased effort		2013- \$240,000	of contract deliverables as
			(four FTEs) to on-			well as policy development
			board SHOP			and implementation.
			Supplier Vendor			
			Contracts			
SHOP	TBD	Support for application and	15 months of	8/31/12-	2012- \$288,000	Director of SHOP will be
		testing of CALHEERS	temporary	6/30/13		responsible for the oversight
		functionality for SHOP	increased effort		2013- \$1,152,000	of contract deliverables as
			(four FTEs) to			well as policy development
			support CALHEERS			and implementation.
			development and			
			test CALHEERS			
			SHOP functionality			
Eligibility and	TBD	Provide program materials	Exchange materials	4/1/13-	2013-\$300,000	Deputy Chief Operations
enrollment		in Medi-Cal threshold	must comply with	6/30/13		Officer (or designee - Deputy
		languages. Program	state and federal			Director of Eligibility and
		materials will be available in	language and			Enrollment) will review
		culturally and linguistically	cultural			materials designed and
		appropriate formats	competency			validate completed
		respectful of California's	requirements and			deliverables.
		diverse population.	be accessible for			
			California's diverse			
			populations.			
Consumer	TBD	Implement statewide	Need expertise and	8/15/12-	2012- \$7,831,348;	Director of Public Relations
assistance		outreach, education and	resources to meet	6/30/13		& Communications will

		Proposed Consultants k	by Core Area Require	d information	I	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
and outreach		marketing strategies for insurance affordability programs (e.g., Individual Exchange, Medi-Cal, Healthy Families, Small Employer Health Options Program [SHOP]). Includes additional qualitative research to identify market segments, creative production, paid and earned media, public relations and digital/social media.	federal outreach requirements, including an assisters/navigators program, and to maximize enrollment and coverage of eligible Californians in coverage programs.		2013- \$15,662,696	review the impacts of strategies implemented on market segments. Metrics will be included in the Exchange evaluation plan,.
Consumer assistance and outreach	TBD	Implement the Assisters Program, including Navigators, to conduct outreach and enrollment assistance. Includes implementation of Assisters certification/registration process, training materials, compensation/payments, materials in other languages, and program administration and oversight.	In order to comply with the requirements of the Affordable Care Act, the Exchange must implement an outreach, education and marketing plan, as well as an assisters program. including navigators.	8/31/12- 6/30/13	2012- \$2,364,266; 2013- \$4,728,532	Deputy Chief Operations Officer (or designee - Deputy Director of Eligibility and Enrollment) will review materials including training materials to ensure they are developed in accordance with program design.
Consumer assistance and outreach	TBD	Implement outreach and education grants to promote community awareness of insurance affordability programs (e.g., Individual Exchange, Medi- Cal and Healthy Families).	To comply with federal requirements and promote community awareness of insurance	8/31/12- 6/30/13	2013 -\$6,500,000	Director of Public Relations and Communications will evaluate the effectiveness of the education program and validate the quality of the outreach provided.

		Proposed Consultants I		1	1	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
		Grantees will provide	affordability			
		education and assistance to	programs.			
		individuals potentially				
		eligible for health care				
		coverage.				
Consumer	TBD	Administer, monitor,	Ensures effective	1/1/2013-	2013- \$500,000	Director of Public Relations
assistance		oversee and evaluate	oversight and	6/30/13		and Communications will
and		success of the grant	evaluation of the			monitor and evaluate the
outreach		program.	outreach and			outreach and education
			education grant			activities to validate the
			program above.			effectiveness of the
						oversight program.
Information	Accenture/ Accenture	Design, Development and	The services are	8/31/12-	2012- \$61,374,945	Chief Technology Officer will
Technology		Implementation of the	essential in	6/30/13		monitor the deliverables
		CalHEERS solution	designing and		2013- \$44,500,000	outlined in the contract with
			developing the			project schedules to ensure
			successful			project is on schedule
			performance of the			
			System Integrator.			
Information	First Data Government	Outside consultants to	The services are	8/31/12-	2012- \$1,175,000	Chief Technology Officer will
Technology	Solutions/ First Data	provide support services for	essential in	6/30/13		evaluate the quality of the
	Government Solutions	project management	managing and		2013- \$2,350,000	deliverables as tested and
		support and oversight;	supporting the			documented by the project
		business analysis and	successful			management services.
		testing and technical	performance of the			
		architecture review of the	System Integrator.			
		successful performance of				
		the California Health Care				
		Eligibility and retention				
		Systems during the				
		development and				
		implementation of the				
		System Integrator.				
Information	TBD	Provide Independent	The services are	8/31/12-	2012- \$200,000	The IT Project Director will

		Proposed Consultants b	oy Core Area Require	ed information	1	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
Technology		Verification and Validation (IV&V) services during the Design, Development and Implementation (DDI) of the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS). The DDI will be performed by a System Integrator (SI) that will be selected based upon vendor responses to a separate solicitation (Solicitation HBEX4 – Request for CalHEERS Development and Operations Services.) Ensure that the CalHEERS IT solution meets required specifications and fulfills its intended purpose of the contract. It is a federal requirement to have IV&V	essential in managing and supporting the successful performance of the System Integrator.	6/30/13	2013- \$400,000	monitor the effectiveness of the deliverables as outlined in the contract.
Information Technology	Eventus Solutions Group/Eventus Solutions Group	oversightOutside consultants to develop solicitation documents that will be used to acquire the services of a private sector vendor to design, develop, and implement a state-wide Service Center to support the ACA related to HBEx, Medi-Cal, and Healthy Families.	Service Center is essential to provide customer support for Exchange related activities such as general health coverage information, plan selection, eligibility and enrollment, and plan provider	8/31/12- 6/30/13	2012- \$650,000 2013- \$150,000	Chief Technology Officer will oversee the development and deployment and evaluation process for the obtaining Service Center support.

		Proposed Consultants k	by Core Area Require	ed information	1	
Core Area	Consultant/Organization	Nature of Services to be	Relevance of	Duration	Expected rate of	Method of Accountability
		rendered	services to project	of services	compensation	
			support.			
Operations	Wakely Consulting	Provide technical consulting	National expertise	8/31/12-	2013- \$100,000	The Chief technology Officer
and	Group/Private Consultant	services to assist the	on the	6/30/13		will Verify hours billed and
		Exchange with financial	development and			evaluate quality of effort.
		analysis related to	establishment of			
		management of federal	financial protocols,			
		grant funds and grant	processes and			
		requests and long-term	infrastructure			
		financial sustainability. The	including the			
		Contractor will develop a	development of a			
		Financial Sustainability Plan	financial			
		which identify funding	sustainability plan			
		levels and funding	as required for			
		approaches to maintain the	future requests for			
		Exchange starting in 2016.	federal funding			