

Unknown

From: Martin, Rich (CGI Federal) [REDACTED]
Sent: Tuesday, August 13, 2013 11:49 AM
To: Chao, Henry (CMS/OIS)
Cc: Calem, Mark (CGI Federal); Outerbridge, Monique (CMS/OIS); Manambedu, Lakshmi (CGI Federal); FFE CCIIO Communications; Coutts, Todd (CMS/OIS)
Subject: Re: SHOP schedule

Hi Henry: All light heartedness aside, we examined capacity and schedule and agree to these dates. We would like to work with your teams to agree to a useful and achievable set of online training and prelaunch support materials and activities asap. And of course, like your teams, we assume if major changes in design or implementation direction come from business owners we will be mutually transparent and solution oriented. I am in xoc (corner by the back conference room) if you need me in person. Thank you.

On Aug 13, 2013, at 11:32 AM, "Chao, Henry (CMS/OIS)" [REDACTED] wrote:

Can we together commit to the dates below without change?

Henry Chao
Deputy Chief Information Officer and Deputy Director
Office of Information Services
Centers for Medicare & Medicaid Services

[REDACTED]

From: Calem, Mark (CGI Federal) [REDACTED]
Sent: Tuesday, August 13, 2013 11:18 AM
To: Chao, Henry (CMS/OIS)
Cc: Outerbridge, Monique (CMS/OIS); Martin, Rich (CGI Federal) [REDACTED]; Manambedu, Lakshmi (CGI Federal) [REDACTED]; FFE CCIIO Communications [REDACTED]; Coutts, Todd (CMS/OIS)
Subject: RE: SHOP schedule

Whose?

Mark Calem | Vice President, Consulting | CGI Federal
[REDACTED]

From: Chao, Henry (CMS/OIS) [REDACTED]
Sent: Tuesday, August 13, 2013 10:00 AM
To: Calem, Mark (CGI Federal)
Cc: Outerbridge, Monique (CMS/OIS); Martin, Rich (CGI Federal); Manambedu, Lakshmi (CGI Federal); FFE CCIIO Communications; Coutts, Todd (CMS/OIS)
Subject: RE: SHOP schedule

Can we sign this with blood?

Henry Chao
Deputy CIO & Deputy Director,
Office of Information Services
Centers for Medicare & Medicaid Services

From: Calem, Mark (CGI Federal) [REDACTED]
Sent: Tuesday, August 13, 2013 9:52 AM
To: Chao, Henry (CMS/OIS)
Cc: Outerbridge, Monique (CMS/OIS); Martin, Rich (CGI Federal); Manambedu, Lakshmi (CGI Federal); FFE CQIO Communications; Coutts, Todd (CMS/OIS)
Subject: SHOP schedule

Henry,

Per our conversation last night, we came up with a planned rollout schedule for SHOP:

October 1 – Initial webinars conducted
October 15 – Online training materials available
November 1 – Employer portal goes live
November 15 – Employee portal goes live

Rationale for schedule: CMS can start communicating to employers in a formalized manner on Oct 1 with the capabilities of the employer portal and what they will need starting October 1 – or even earlier (for example, gathering estimates on number of dependents per employee if they don't have that already). Training material can be developed and made available over the web on October 15th. CGI can develop these training materials or support any other party in creating those materials. On November 1, we would launch the Employer portal. This is the most time consuming part of the process since employers need to provide business and eligibility information, build their employee roster, shop for the one health and dental plan they will offer. On November 15th, the employee portal would be opened giving employees 30 days to accept or waive coverage. This function is quick and employees can enter their data and complete their selection in a straight forward manner.

Please let us know if you have questions or want to have another call.

Thanks, Mark

Mark Calem | Vice President, Consulting | CGI Federal
[REDACTED]

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Unknown

From: Calem, Mark (CGI Federal) [REDACTED]
Sent: Tuesday, August 06, 2013 4:45 PM
To: Outerbridge, Monique (CMS/OIS); Martin, Rich (CGI Federal); Winthrop, Monica (CGI Federal)
Cc: Coutts, Todd (CMS/OIS); Oh, Mark U. (CMS/OIS); Grothe, Kirk A. (CMS/OIS)
Subject: RE: SHOP Employee Application Development complete 10/15/13

Monique, let me review. Will get back to you ASAP.

Thanks, Mark

Mark Calem | Vice President, Consulting | CGI Federal
[REDACTED]

From: Outerbridge, Monique (CMS/OIS) [REDACTED]
Sent: Tuesday, August 06, 2013 4:37 PM
To: Martin, Rich (CGI Federal); Calem, Mark (CGI Federal); Winthrop, Monica (CGI Federal)
Cc: Coutts, Todd (CMS/OIS); Oh, Mark U. (CMS/OIS); Grothe, Kirk A. (CMS/OIS)
Subject: FW: SHOP Employee Application Development complete 10/15/13

Guys, this is absolutely urgent and I need an answer on this today. If this is late we have to public announce we are late with a deliverable which means Marilyn Tavenner and the Secretary will have to announce.

What's the deal with this? No one is answering staff and while Lite Account got a lot of attention it's not an option to completely drop everything else. I don't think you have but when we don't get answers or responses it gives us pause.

From: Webber, JoAnn (CMS/OIS)
Sent: Tuesday, August 06, 2013 4:31 PM
To: Outerbridge, Monique (CMS/OIS); Oh, Mark U. (CMS/OIS); Coutts, Todd (CMS/OIS)
Cc: Burke, Sheila M. (CMS/OIS); Van, Hung B. (CMS/OIS); Chao, Henry (CMS/OIS)
Subject: RE: SHOP Employee Application Development complete 10/15/13

Both the SHOP "Employer" and "Employee" applications must be available at the same time on Day 1 go live. However the IMS schedule has a 10/18/13 development completion date for the Employee Application. This is 2 ½ weeks after the implementation of the Employer Application implementation. I created a document listing all of SHOP's functionality for both the Employer and Employee application, sent it CGI and asked for a status of what has been developed to date.

See the attached the document, CGI entered the development targeted dates for the Employer application, but indicated the Employee application is "under review."

I have been unable to date to get CGI to commit to having the Employee application ready for Day 1. CGI has also not responded to telling me when the UI functions will be available for user acceptance testing.

From: Outerbridge, Monique (CMS/OIS)

Sent: Tuesday, August 06, 2013 4:02 PM
To: Oh, Mark U. (CMS/OIS); Webber, JoAnn (CMS/OIS); Coutts, Todd (CMS/OIS)
Cc: Burke, Sheila M. (CMS/OIS); Van, Hung B. (CMS/OIS); Chao, Henry (CMS/OIS)
Subject: RE: SHOP Employee Application Development complete 10/15/13

Who is the point person on this. I need to know today what is going on with this. The application is critical for day one go live and we need a definitive answer if this will be there day one or not from CGI.

From: Oh, Mark U. (CMS/OIS)
Sent: Friday, July 26, 2013 5:02 PM
To: Webber, JoAnn (CMS/OIS); Coutts, Todd (CMS/OIS)
Cc: Burke, Sheila M. (CMS/OIS); Van, Hung B. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Chao, Henry (CMS/OIS)
Subject: Re: SHOP Employee Application Development complete 10/15/13

Okay. Thanks. One of us will have to follow-up with him then about this.

From: Webber, JoAnn (CMS/OIS)
Sent: Friday, July 26, 2013 04:49 PM
To: Oh, Mark U. (CMS/OIS); Coutts, Todd (CMS/OIS)
Cc: Burke, Sheila M. (CMS/OIS); Van, Hung B. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Chao, Henry (CMS/OIS)
Subject: RE: SHOP Employee Application Development complete 10/15/13

Dean has the latest IMS schedule from CGS and it states Employer Application Development Complete 10/15/13. This is what he referred to in the Business and Systems Integration Meeting today.

Dean mentioned on the call that he talked to me about it, so I sent you all an e-mail alerting you of his concerns.

From: Oh, Mark U. (CMS/OIS)
Sent: Friday, July 26, 2013 4:36 PM
To: Coutts, Todd (CMS/OIS); Webber, JoAnn (CMS/OIS)
Cc: Burke, Sheila M. (CMS/OIS); Van, Hung B. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Chao, Henry (CMS/OIS)
Subject: FW: SHOP Employee Application Development complete 10/15/13
Importance: High

Hey Todd/Jo-Ann – I had specifically asked us to not communicate that SHOP application development is somehow getting delayed to 10/15 without explicit approval from Henry. How did this communication come about? Within just a day after I made my plea to get this decision thru our senior executives.

I've also heard Todd echo the same exact concern/direction...who, what, and how did this occur?

Henry/Monique – assuming that this is already getting escalated thru Jim...

From: Mohs, Dean F. (CMS/CCIIO)
Sent: Friday, July 26, 2013 4:32 PM
To: Webber, JoAnn (CMS/OIS)
Cc: Iyer, Raj (CMS/CCIIO); Deboy, Alissa M. (CMS/CCIIO); Adelberg, Michael (CMS/CCIIO); Oh, Mark U. (CMS/OIS); Van, Hung B. (CMS/OIS); Burke, Sheila M. (CMS/OIS); Schneer, Seth H. (CMS/CCIIO)

Subject: RE: SHOP Employee Application Development complete 10/15/13

I am not recommending a delay of the employer application. I am recommending that the employer and employee applications go live at the same time because they are a very linked process. An employer will move through the application process quickly and will want to send an e-mail to employees immediately to begin their application process. Having employees sit on the sidelines for 2 weeks is extremely problematic. I will also note that Chiquita testified yesterday to the Senate Small Business Committee and committed on more than one occasion that the FF-SHOP will go live on 10-1-13.

Thanks for escalating my concerns about this proposed day 1 delay.

Dean

From: Webber, JoAnn (CMS/OIS)

Sent: Friday, July 26, 2013 4:11 PM

To: Mohs, Dean F. (CMS/CCIIO)

Cc: Oh, Mark U. (CMS/OIS); Van, Hung B. (CMS/OIS); Burke, Sheila M. (CMS/OIS)

Subject: SHOP Employee Application Development complete 10/15/13

Dean:

I've escalated your concerns regarding the SHOP Employee application not being completed until 10/15/13, and the concern that the Employer application development will be completed 8/30/13; whereby the Employer will be able to enter the application, get eligibility, shop for a plan, but cannot move through the entire application process because the Employee Application Development will not be completed until 10/15/13.

I've also escalated your recommendation to hold off deployment of the Employer Application so everything (Employer & Employee application) can be deployed at once. I understand this issue needs further discussion and that you are meeting internally within CCIIO. Please let me know when you are available to discuss further with OIS.

Thanks,
Jo-Ann