Health Insurance Marketplace Pre-Flight Checklist

Path 1: Go-Live 10/1/2013

Health Insurance Marketplace IT Systems

Centers for Medicare & Medicaid Services
September 20, 2013

Content version 9 -- > Updated: 9/19/13

Template Version 4 (template updated on 9/11/2013)

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Table of Contents

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End-to-End Scenarios Checklist

Goals:
- Confirm that key end-to-end scenarios have been demonstrated and proven to work

#	Scenario	Demonstrated successfully?
1	A QHP eligible consumer registers on healthcare.gov and completes a non-financial assistance application	
2	A QHP eligible consumer registers on healthcare.gov and completes a financial assistance application	
3	A Medicaid/CHIP eligible consumer completes an application	

General Criteria	Scenario Specific Criteria
❑ User is able to navigate to the learn site on HC.gov ❑ LOA1 account created ❑ Identity proofing and LOA2 step up successful ❑ Correct application questions and cards are displayed ❑ Verification calls through the hub are correct ❑ Plan compare filtering and navigation is correct ❑ Premiums display correctly ❑ User can select a plan and receive instructions on premium payment (premium redirect or billing from issuer) ❑ 834 generation (syntax and content) is successful (FFM creates XML for Hub and Hub generates correct 834) ❑ Correct notices are generated ❑ Expected user experience features are in place ❑ Appropriate metrics are available through MIDAS ❑ Interface calls are confirmed in the logs (e.g., FFM to Hub; FFM/Hub to MIDAS; Hub to external partners) ❑ Inspect database for successful insertion of records	❑ Scenario #1 scenario (A QHP eligible consumer registers on healthcare.gov and completes a non-financial assistance application) 　o Income related questions are not displayed 　o Eligibility determination for QHP is correct ❑ Scenario #2 scenario (A QHP eligible consumer registers on healthcare.gov and completes a financial assistance application) 　o Income related questions are displayed 　o Eligibility determination for QHP is correct 　o APTC calculation is correct 　o Premium displays with the APTC reduction displayed clearly ❑ Scenario #3 scenario (A Medicaid/CHIP eligible consumer completes an application) 　o Eligibility determination for Medicaid/CHIP is correct

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Functionality Checklist

Change Log

Date	Notes
9/11/13 (10:00 PM)	CGI updates to FFM column.
9/12/13 (5:37 PM)	CGI Updates from 9/12 2:30PM Meeting
9/16/13 (2:25 PM)	CGI Updates in preparation for 9/16 5pm Meeting
9/17/13 (1:15 PM)	Abbreviated walkthrough with PMO (rich Martin, Todd Couts)
9/17/13 (5:00 PM)	CGI Updates from 9/17 5pm meeting
9/18/13 (9:00 PM)	CGI updates to Functionality Checklist, Data Preparation Checklist, Elasticity and Scalability Checklist, Environment Configuration, Code version chart, and Documentation checklist section
9/19/13 (1:42PM)	CGI updates to Application, Eligibility Determination, and ESD Functionality Checklist items.

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Create Account										
	Agent/Broker Landing Page	Y							9/18: Tests continue in NotResp region	9/18: Blockers encountered in integration testing; fixes identified, will require next scheduled build. 9/17 5pm: Monica checked with Dev Team, and it is on track for going in tonight.

[1] Functions with an asterisk (*) were deferred from 10/1 Go-Live

[2] Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

5

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/17: solved technical problem. Hoping for 9/17

9/16: Not going to go – working through various role based scenarios. Ties with CCR Landing page as well. Every time the path changes, it interferes with session based management. Every change made creates an unintended consequence elsewhere. Best Case Scenario – 2 business days away from Agent Broker and CCR Landing Pages.

UI is done; Service not testing well. Service responds with inappropriate results. Working to fix component by component. Data models updated, services being worked. (Clarify UI and Service) Complete by 9/14. |
| | Settings: Communication Preferences | Y | | | | | | | Yes | |
| Static Page saying Change of Circumstance coming 10/15 | Settings: Coverage Information - Report Life Changes | Y | | | | | | | Yes | |
| | Landing Page (Global): My Apps and Coverage Global Landing Page | Y | | | | | | | | 9/18: Testing continues

9/16: Above task completed on 9/13

Critical defect, UI is not showing 'complete' status when application is done. Target no later than 9/15. |
| | Consumer Landing Page (Tenant) | Y | | | | | | | | 9/16: Navigation and Plans and Programs have been cleaned up. In process of final fixes for 9/16 release.
Cleaning up issues on Navigation. Plans |

6

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										and Programs not displaying properly. Defect fix target completion 9/12. Updated to be 9/13 for fix completion. Will target 9/13 build to not allow users to create multiple applications for 1 tenant.
	Settings: Premium Discount Usage – NOT DAY 1	NA								
	Authorized Rep (Day 1 Capabilities) – NOT DAY 1	NA								
	CCR Landing Page	N							No	9/18: Necessary, minimal workflows necessary for Day 1 identified between OIS and OC; technical solution identified, development and delivery plan for COB 9/19.

9/17 5pm: Team's question – basic premise of workflow of Ind App is it's managed by the login ID. Logic began to break down in CCR because CCR's don't log in, and the user isn't logged in. In order to accept this premise, we'd need to change Ind App, but not prudent right now. We need to have this convo with OC to make sure they want to create an application that doesn't really belong to anyone. Didn't get resolved with OC, so Thurston is helping to come up with a Super-User/CCR User concept. There is a general technical approach – still need to work out the details. Will have something to review with OC tomorrow.

9/17: Issue -- > need to develop solution for meeting OC's requirement. |

7

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/16: Targeted for 9/16 release. There may be an issue with how Call Center connects with the Marketplace. UI Pages done; working to connect with Call Center. Need to reintegrate CCR specific services (major bug). Need to figure out how to bypass NotRe (Best case scenario – complete by 9/14). Update – more likely to be 9/15 build.
	Settings: Application Details	Y								9/18: Testing continues 9/17: Did not make it into the 16th, targeted for 9/17 9/16: Defect fixes targeted for 9/16 Not showing correct status, but in progress of being fixed. Defect fix target completion 9/12. Update, still an issue and targeting 9/14 build.
	LOA2 - Online ID Proofing	Y								9/18: Testing Continues 9/17 5pm: Done and checked in on NotRes now. 9/16: No major problems NotResp dependencies – setting up accounts for us to test with Experian. Update – still an issue on NotRes side. CGI to coordinate with Karlton Kim on this issue.
	LOA2 - Manual ID Proofing	Y								9/18: Research over last days indicates no known resolution across industry and technical communities. Need to make a

8

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										decision on best way forward. 9/17 5pm: 1) Discovered on 9/14 that when a person's DOB is passed, it's passing in the user's browser's time zone. Working on a solution. 2) When NotRes compares User-entered data against FARS database, Experian doesn't guarantee DOB to exist. If they don't have DOB, we'll get a failure response. Whenever we're testing this feature and expecting a response, it's hard to tell if a failure is due to a bug or if Experian doesn't have the DOB. 9/16: Defect under debugging – targeting 9/18 release. Venkat from OIS is talking with Experian about a Date of Birth issue that impacts testing. Testing is inconsistent due to this DOB issue. NotResp dependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue. FFM has critical defect to step-up account. Currently have hotfix to resolve to continue testing.
Submitting document upload to ESD, and creating task in their queue to manage that document	LOA2 - ESD ID Proofing	Y								9/18: Technical solution verified with OIS, continued development. 9/17 5pm: Change in direction in ESD – no longer a Task Queue for day 1. When a user fails ID Proofing in My Account – they would upload a document in NotRes NotResp and a task would be created. The Task was the vehicle to correlate the

9

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										document to the person. Solution designed – needs to be discussed with Thurston. Requires new development. 9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision. NotResp ependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue
	Message Center – NOT DAY 1 – Using Bulletin Board	NA								
	My Plans & Programs	Y								9/18: Testing continues 9/16: Went in on 9/15, still doing some clean-up on it today. Plans okay; Working on issues with Programs and links on the page. Critical fixes targeted for 9/13 and 9/14.
	Settings: Terminate Coverage	Y								9/18: Testing continues 9/16: Target for 9/16 release. Only the Terminate enrollment/policy is scheduled for 9/15 build; other items are in testing.
	ToDo List	Y							Yes	9/16: This is done.

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		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Linking over to the Plan Compare ToDo List for Day1.
	Settings: Authorized Users (Day 1 = Agent/Brokers)	Y								9/18: Testing continues 9/16: Above task completed on 9/13 Moving in parallel with Agent/Broker Landing Page task for 9/14 build.
	Direct Enrollment Issuer Entry Page	Y								
	Inconsistencies List	Y								9/18: Defects related to dependencies on change in approach to ESD. Clean up and unit test complete. Waiting for next scheduled build. 9/17: identified high priority defects with CMS. Working defects and targeting 9/17 build. 9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision. Needs more testing. 9/12: Dependency on the Eligibility Results PDF from Pod 1. This won't be totally complete until Pod 1 finishes the Eligibility Results PDF. Working on simplified version – targeting 9/15 build; potential ESD dependency.

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	My Profile Page	Y							Test complete	
	Settings: Eligibility Results and Appeals	Y								9/18: Testing continues due to ongoing work due to dependencies on eligibility notice. 9/17: Identified high priority defects with CMS. Working defects and targeting 9/17 build. 9/16: Still waiting for 1 final piece of PDF to be completed from Pod 1. Dependency on Pod 1 to replicate and links to PDF (9/15)
	Notices (Dev complete for Day 1 notices except Eligibility Results which is scheduled for 9/15)	Y								No issues
Application										
	Household Contact	Y								9/19:Defect for temporary address being worked – target 9/19 9/18: High priority defect went into 9/17 build. Continuing testing in NotRes 9/17 5pm: One of the high priority defects to address 9/16: CamelCase is coming from a system of record, so decided not to do any data manipulation of it for 10/1. Observation: confirmed that NotResp

12

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										passing the CamelCase information. Clarify with Pod 5 to see how this is being saved in My Account ⟦NotRe⟧ Value or User-Entered Value).
	Attestations	Y								9/19: All changes complete and in test as of 9/18 9/18: Testing continues 9/17: defect correction in progress
	My Account Integration	Y								No issues
	Security and Other UI Changes	Y								No issues
	Additional Information	Y								9/19:ESC-MEC Integration complete 9/17 9/16: Did not make it into 9/12; new target release for 9/16 ESC MEC Integration not complete – target 9/12
	Delayed Response	Y								9/19: Testing continues 9/16: Fixed on 9/12 Pages developed; Integration with service is broken. Fix in progress – target 9/12.
	Capture Assistor Identification	Y								9/19: Testing continues 9/16: Done Security questions need to be promoted ⟦NotResp⟧
	Eligibility Results	Y								9/18: PDF is there, but the results not complete yet – it still doesn't show the

13

HHS-0025737
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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										program results. Pod 1 is working on tis with a target completion of 9/20. 9/17 5pm: PDF does show up in a development environment, trying to apply more business rules, checking in tonight 9/17, availability tomorrow 9/18. 9/17: defect correction in progress 9/16: Most of the work is done; 1 piece left to finish (Integration with ESC-MEC) PDF Page still in progress. UI is done, PDF is in progress. Working with Adobe. Target 9/15.
	Income Screener related to Help Paying for Coverage	Y								
	Building the Household & Personal Information	Y							Known defects, in process of being fixed	9/19:Non-applicants and sibling test cases are in. 9/17 5pm: One of the two high priority defects for 9/17. 9/16: Many defects have been closed, but some still remain in open and are in progress. Working the critical defects - targeting as many as possible for 9/12 (can refer to Defect Tracker/list for defect details)
	Special Circumstances	Y								
	Household Summary	Y								
	Income	Y							Known defects, in process of being fixed	9/19:Testing continues

14

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		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/16: Fixed several Income defects with 9/16 target

Several defects identified – working through the list and targeting for 9/12. |
| | SEP Questions (Not for 10/1) | Y | | | | | | | | |
| | Review Application | Y | | | | | | | | Targeting 9/12 for defect fixes |
| | Sign and Submit | Y | | | | | | | | 9/18: Testing continues

9/16: Done.

Has an integration point with Attestation questions. Integration is still missing – target 9/12. |
	Get Started	Y								
	* Household Contact ID Proofing (not for 10/1)	NA								
	* Second Chance (not for 10/1)	NA								
Eligibility Determination										
	Verify Non-ESC MEC (For available data sources only).	Y	Y							9/17: Ben provided with a list of ~42 defects on 9/16 – prioritized the highs, and now Pod 1 is working through the high priority items. There are a number of defect fixes that are going through.

9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work |

15

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Citizenship/Lawful Presence	Y	Y							9/19: Hub has been too irregular to work through this, and still don't have the right data to test to the 5 year bar. 9/13: Verified Successfully 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Incarceration	Y	Y							9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.

16

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Verify SSN	Y	Y							9/19: Hub reliability issues, but when the Hub does respond, it seems okay. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Current Income	Y	Y							9/19: Need a CHIP eligible person to test. We got this working on a developer's desktop, but it's not working in Test. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Predetermination processing	Y								9/19:Pre-determination for delayed data resources is working. Need to test Failed ID Proofing.

17

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Process attestations	Y								9/19: Designed and developed to look at just the household contact's eligibility; but it needs to look at the entire household's eligibility. Absent parent attestations not being persisted correctly from UI. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Qualify for enrollment period	Y								9/19: Working for Open Enrollment 9/12: Wasn't able to test with the existing independent set of data, but hit

18

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Manage Insurance Application and Determine Individual Eligibility	Y								9/19: Working 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Residency eligibility	Y								9/19: Needs more testing to identify issues. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.

19

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Indian Status	Y								9/19: Indian verification is correctly setting inconsistency, but Indian is not getting the special CSR for Indians above 300% fpl

9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.

Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. |
| | Determine QHP Eligibility | Y | | | | | | | | 9/19: Made a change on 9/17 to prevent QHP Eligibility when Medicaid Attestation was disagreed; still needs more testing for this change.

9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.

Known defects, in process of being fixed. |

20

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		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Testing on 9/11, see Eligibility High Priority Defect List.
	APTC/CSR Eligibility	Y								9/19: Eligibility is working. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. High Priority Defect: Possibly a problem that's it not selecting second lowest cost plan. We have a test scenario that will expose this problem.
	Determine Medicaid/CHIP Eligibility	Y								9/19: CHIP Eligibility is not working, but very close to being finished. Medicaid Eligibility is working. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. Magi 3 rule verification – still need to validate (it was

21

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										being skipped for many people).
	Household Composition	Y								9/19: Now able to create the Medicaid household but requires thorough testing. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.
	Complete eligibility	Y								9/19: Still needs testing. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Start Clocks	Y								9/19: We know this is working but needs thorough test for each type of clock and

22

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	Not Res p	NGD	Serco	HC.gov Learn		
										inconsistency pend.
										9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.
										Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
Plan Compare										
	Premium redirect	Y							Yes	9/17 5pm: Made it NotResp n 9/16 9/16: Turned on in NotResp out not in NotRes yet. Will be in NotRe on 9/16 (evening). Submit a BRF request and turn the flag off to return to the issuers site. – Completed 9/12 and will verify by 9/13.
	Anonymous Shopper	Y							Yes	9/18: Trying to address Plan Compare critical defects first, then do Anonymous Shopper next 9/17: Received spreadsheet of defects from Business Owners – check with CMS on priority. 9/16: No change 9/12: Don't focus on Anonymous

23

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Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Shopper first – turn focus to Plan Compare instead. Defects identified by CMS, being treated as critical, target fixes for 9/12
	Calculate Max APTC	Y							Yes	9/18: Testing Continues 9/17 5pm: Still working this defect – modeling changes involved. Targeting completion for 9/18. 9/16: Working a defect that is truncating decimal points for premium amounts.
	To Do List	Y							Yes	
	* Elect APTC amount - Multi-tax household (not for 10/1)	NA							Yes	
	* Plan Select- Multi-tax Filer Household (not for 10/1)	NA							Yes	
	* Change of Circumstances (not for 10/1)	NA							Yes	
	Compose Enrollment Groups	Y							Yes	
	Screening Questions	Y							Yes	
	Elect APTC amount - single household	Y							Yes	9/18: Working on APTC amount for dental plans – target 9/19 9/17 5pm: Most defects are fixed and deployed to [NotResp] environments, but working on defects identified by testers in these environments. 9/16: Fixed all critical defects (9/15 evening) Related to Max APTC, Defects identified

24

CMS
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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										by CMS, being treated as critical, target fixes for 9/12. Known issue with EHB Calculation to get Max APTC (Plan Management defect). Defects identified by CMS, being treated as critical, target fixes for 9/12 and 9/13.
	* Elect APTC amount - Multi-member household(not for 10/1)	NA							Yes	
	Plan Results	Y							Yes	
	Plan Details	Y							Yes	
	Compare Plans	Y							Yes	9/16: No critical defects Internal defects identified, fixed completed on for 9/12 build, currently verifying.
	Save Plans	Y							Yes	
	Retrieve Plans	Y							Yes	
	Plan Select- Single Household	Y							Yes	
	* Plan Select- Multi-Member Household (not for 10/1)	NA								
Direct Enrollment										
	Secure Redirect	Y							Yes	9/18: Still need update from CMS 9/17 5pm: No issues at this point. NotResp technologies update from CMS still needed. Still need to talk to CMS. 9/16: Still open. Check with CMS for

25

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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										target.
										CMS working on workaround with Issuers for NotResp
	Fetch Eligibility	Y							Yes	9/18: Migration of hotfixes this afternoon, should be in NotResp . 9/17 5pm: No outstanding defects, but issuers are getting some errors – checking on these items. 9/16: Defects fixed on 9/15 Fixed defects, include in 9/12 release. Critical defect being analyzed which is getting NULL pointer exception.
	Submit Enrollment - Create	Y							Yes	9/18: Target for use by Submit Enrollment in NotResp on 9/19. 9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotResp Doing everything locally, but the first time we test it with real data is in NotResp but won't get into [_____] until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in NotResp on Wednesday. 9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes. Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/13 build. Rounding logic issue for

26

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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										premium amounts – address with issuers by 9/15.
	Submit Enrollment – Change (not for 10/1)	NA								
	Submit Enrollment - Cancel	Y								9/18: Target for use by Submit Enrollment in NotResp on 9/19. Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/15 9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight NotResp Doing everything locally, but the first time we test it with real data is NotResp but won't get into NotResp until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in NotResp on Wednesday. 9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.
	Submit Enrollment - Terminate/Disenroll	Y								9/18: Target for use by Submit Enrollment in NotResp on 9/19. 9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotRes Doing everything locally, but the first time we test it with real data is in NotRes but won't get into NotResp

27

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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in NotResp on Wednesday.
										9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.
										Target for 9/15
Enrollment										
	Initial Enrollment	Y								9/18: Migrated to NotResp still working defects.
										9/17 5pm: Checking in to NotRe on 9/17
										9/16: Targeted for 9/17 build
										New Service targeted for 9/13 build
	Process Inbound 834s for Effectuation, Cancellation and Termination (Disenrollment) of Enrollments from Issuers	Y	Y							9/18: Migrated to NotResp still working defects.
										9/17 5pm: Checking in to NotR on 9/17 Need to have some issuers do some testing in this function. It is in Prod NotResp
										9/16: No change
	Transaction Logging - 999, 824XML, 834 (Inbound and Outbound)	Y	Y							9/18: No critical defects but working on minor defects. Target 9/18 build.
										9/16: Fixing defect for 9/16
										Need to have some issuers do some

28

CMS
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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										testing in this function. It is in Prod NotResp Update – critical defect that does the transaction logging is not working properly. Currently analyzing for resolution.
	Process 999 Acknowledgement	Y	Y						Yes (no CMS or Issuer testing yet) 9/12: Test bed exists – need to get into NotResp test.	9/18: No defects, no issues 9/16: Fixing defect for 9/16 Need to have some issuers do some testing in this function. It is in Prod NotResp Update – critical defect identified, currently analyzing for resolution.
	Change Enrollment - Demographic Changes, Address Change, Add/Remove member (Not for 10/1 – 10/15 Target)	NA								
	Change Enrollment - Cancel/Terminate Enrollment	Y	Y						Not tested yet	9/18: Migrated to NotResp – still working defects. 9/16: Targeted for 9/17 build New Code is developed, Unit Testing in progress – target 9/15 release for NotRes
	Generate Outbound 834s for Initial, Change, Cancel, Terminate Enrollments	Y							Old code has been tested; new code has not been tested yet	9/18: Target for use by Submit Enrollment in NotResp on 9/19. 9/16: Targeted for 9/17 build Initial will go in 9/13 build; Change/Cancel/Terminate will go to NotResp on 9/15.
Call Center										
	Find Person/Find Authorized Rep	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects. 1 Serious defect being addressed.

29

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES
OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Find Individual Applications	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Individual Application Details	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Shop Employee Details (not for 10/1 – 11/1 Target)	NA								No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Activity Log	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Send Eligibility Task Escalation	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Eligibility Task	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Update Account	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Unlock Account/Reset Forgotten Password	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
Eligibility Case Management										
	Serco Case Management Solution									
	FFM Interfaces for Serco									
Eligibility Support Desktop										
	Custom Notice	N								9/19: Development still in progress. Target completion 9/20.
	Integration With ESC	Y							Yes	
	Task Queue/Workflow (De-scoped – Not Day 1)	Y								
	Task Assignment to ESW (De-scoped – Not Day 1)	Y								
	Document Upload (De-scoped – Not Day 1)	Y								
	View Documents (De-scoped – 10/15)	Y								

30

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Task Notes (De-scoped – Not Day 1)	Y								
	Document Management – NOT DAY 1	NA								
	Review and Adjudication of documents submitted by consumer	Y								9/19: Testing continues in NotRe defects identified and being worked. The review of documents won't be in place until 10/15 – right now this function will just say if inconsistencies are resolved (Y/N), and this integrates with My Account's Inconsistencies List. Targeting to complete by 9/12 – Issue Resolution NotRe is at risk for 912 because Pod 5 just completed the modeling changes needed to move forward.
	Person Search – Landing Page into ESD	Y								9/19: Done and testing in NotResp
	Link to Individual Application	N								9/19: Developing the ability for any ESW to access an application entered by another ESW. Target completion 9/20
Reports and Metrics / Other										
	MMI Dashboard: 17 metrics				Y				No – in progress in	
	MMI Report: 17 metrics				Y				No – in progress in	
	MMI Export File: 17 metrics				Y				No – in progress in	
	E&E Dashboard				Y				No – in progress in NotResp	
	E&E Report: Saved vs. Submitted Applications (FFM)				Y				No – in progress in	
	E&E Report: Applicants Waiting for an Eligibility Determination (FFM)				Y				No – in progress in	
	E&E Report: Applicants in an Inconsistency/Good Faith Period				Y				No – in progress in	

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OFFICE OF INFORMATION SERVICES

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	Not Res p	NGD	Serco	HC.gov Learn		
	(FFM)									
	E&E Report: Eligibility Determinations by QHP (FFM)			Y					No – in progress in	
	E&E Report: Eligibility Determinations/Assessments for IAPs (FFM)			Y					No – in progress in	
	E&E Report: Self Service Functionality			Y					No – in progress in NotResp	
	MIDAS: Office of Enterprise Management (OEM) extract			Y					No – in progress in	
	MIDAS: Health Insurance Casework System (HICS) extract			Y					No – in progress in	
Other Services for SBMs										
	RIDP		Y						QSSI: Hub internal testing of RIDP and FARS services complete. ACA testing of the same with Experian in progress.	QSSI: Few States (KY, WA, RI, MT, and CT) have tested till date more states are scheduled to test. Few of the states have reported data issues during testing.
	Federal Verifications		Y							
HC.Gov Learn Site										
	Help Content Completed									

32

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Interface Checklist

Goals:

- Confirm that interfaces are ready for the go-live
- Identify incomplete development
- Describe known problems so that operations is prepared

Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully?[3] (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
Create Account												
	FFM - NotResp		Y	N/A	N/A	Y	N/A	N/A	N/A	N/A	Full testing not complete	NotRes dependencies – setting up accounts for us to test with Experian. Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
	FFM – Gov Delivery		Y	N/A	N/A	Y	N/A	N/A	N/A	N/A	Full testing not complete	Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
	FFM – HC.gov		Y	N/A	N/A	Y	N/A	N/A	Y?	N/A	Full testing not complete NotResp	Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
Application												
	N/A											

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[3] Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

33

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Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? [3] (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
Eligibility												
	FFM – Hub	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y	
	Hub – Account Transfer	Partial		Y		N/A	N/A	N/A	N/A	N/A	Started testing, continuing next week with remaining states. Hub can received Accounts from SBM.	
	Hub – Experian	Y		Y		N/A	N/A	N/A	N/A	Y	Y – SBM/NotR testing starting today, calling NotRe service. Hub is connected to Experian.	
	Hub – MIDAS	N	N/A	Y	Y	N/A	N/A	N/A	N/A	N/A	MIDAS: Testing In-Progress. Scheduled to be completed on 9/19.	
	Hub – SSA	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – IRS	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Equifax	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Medicare	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – DHS v32.1	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y	
	Hub – DHS v33	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub - OPM	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	

34

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Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully?[3] (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
	Hub - TRICARE	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Peace Corps	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub - VA	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – State Medicaid Agencies	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y – (Source : DSH Schedule 9/6/2013). State Medicaid agencies targeted for 10/1 ready	
	FFM – Mailing Contractor	Y?	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N – As of Daily Status Report 9/13/2013	
	HIGLAS Integration	Y	Y?	Y	N/A	N/A	N/A	N/A	N/A	N/A	Scheduled for testing between 9/13/013 and 9/17/2013 (Source: ACA Daily Testing Report 9/12/2013)	
	FFM – Adobe LiveCycle	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	PDF Page still in progress. UI is done, PDF is in progress. Working with Adobe. Target 9/15. (Source: CGI Update in previous section)	
Direct Enrollment												
	FFM – Issuer (Web Services)		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Partially Complete?	Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/15 (Source: CGI Update in previous section)

35

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Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully?[3] (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
Enrollment												
	FFM – Hub (for enrollment transactions)	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Partially Complete?	Need to have some issuers do some testing in this function. It is in NotResp (Source: CGI Update in previous section)
	Hub – Issuers (EFT/EDI for 834 transactions)	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source : DSH Schedule 9/6/2013)	
Call Center												
	FFM – Call Center		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source: CGI Update in previous section)	No critical defects remain as of 9/11. Addressing serious defects.
	Call Center access to FFM		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source: CGI Update in previous section)	No critical defects remain as of 9/11. Addressing serious defects.
Eligibility Support												
	ESW (Serco) Federated Access to FFM		Y?	N/A	N/A	N/A	N/A	Y?	N/A	N/A	Partially Complete? - (Source: CGI Update in previous section)	Targeting to complete by 9/12 – Issue Resolution; NotResp is at risk for 912
Reports and Metrics												
	MIDAS – FFM		Y?	N/A	Y	N/A	N/A	N/A	N/A	N/A	ACA Testing scheduled for 09/13/2013-09/17/2013(Source: ACA Daily Testing Report 9/12/2013) MIDAS – Content Pump tested successfully	

36

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Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully?[3] (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
	MIDAS – Hub	Y	N/A	Y	Y	N/A	N/A	N/A	N/A	N/A	ACA Testing Scheduled for 09/13/2013-09/17/2013(Source: ACA Daily Testing Report 9/12/2013) MIDAS – Testing In-Progress through 9/19/13	
Other Services for SBMs												
	Hub – SBM	Y	N/A	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source : DSH Schedule 9/6/2013)	
MIDAS												
	FFM to provide port information to MIDAS for the Content Pump Configuration	Y	Y		Y						MIDAS has not received the Production port configuration information.	
	DSH to provide port information to MIDAS for the Content Pump Configuration	Y		Y	Y						MIDAS has not received the Production port configuration information.	

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Non Functional Development Checklist

Business Capability	FFM (Y, N, N/A)						Hub (Y, N, N/A)						MIDAS (Y, N, N/A)						Notes
	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	
Create Account													N/A	N/A	N/A	N/A	N/A	N/A	
Application													N/A	N/A	N/A	N/A	N/A	N/A	
Eligibility Determination													N/A	N/A	N/A	N/A	N/A	N/A	
Plan Compare													N/A	N/A	N/A	N/A	N/A	N/A	
Direct Enrollment													N/A	N/A	N/A	N/A	N/A	N/A	
Enrollment													N/A	N/A	N/A	N/A	N/A	N/A	
Call Center													N/A	N/A	N/A	N/A	N/A	N/A	
Eligibility Support Desktop													N/A	N/A	N/A	N/A	N/A	N/A	
Reports and Metrics / Other													Y	Y	Y	Y	N/A	Y	
Other Services for SBMs													N/A	N/A	N/A	N/A	N/A	N/A	

HHS-0025762
CMS0011821

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Security Checklist

Goal
• Ensure that security activities have been completed and that operations is ready

Security activities

System	SCA/ATO Completed? (Y, N, N/A)		High Findings Remediated? (Y, N, N/A)	Residual Risks	Notes
	SCA	ATO			
FFM	Y	Y	N	Security Team: 2 High, 22 moderate, 13 low risks	See certification form for details.
Hub	Y	Y	Y	Security Team: 19 moderate, 1 low risk;	See certification form for details.
MIDAS	Y	Y Hadoop ATO Pending	Y	Security Team: 33 moderate, 32 low risk MIDAS team: All 17 Findings were deemed "Common" and risk level changed by Mitre to informational Hadoop ATO pending	See certification form for details.
NotResp	Y	Y	N	Security Team: 2 moderates, 1 low risk	See certification form for details.
XOC	Y	N	N	Security Team: 7 high, 47 moderate, 21 low risk	Findings are currently being remediated; and a final assessment has not been filed.

Security Operations

Item	Ready? (Y/N)	Notes
Security tools & monitoring configured?	N	Security Team: NotResp (AV Malware) Agents 97% server coverage NotResp 00% deployed, grades=A NotResp Partially deployed and 70% configured NotResp operational, need to enhance with Informer product by 10/1

39

HHS-0025763
CMS0011822

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Item	Ready? (Y/N)	Notes
		NotResp operational SysLog Server fully configured – Additional auditing settings need to configured post 10/1 NotResp deployed and program established for FFM/Hub/ NotResp NotResp device professionally reviewed and hardened Threat Intelligence Feeds established Akamai KONA WAF security services [– Final configuration by 9/27
Staffing plan finalized?	Y	24x7x365 coverage available. Additional staff is being hired
Incident response plan finished and ready?	Y	100% Ready, tested, and stakeholder training delivered.
Received IRS Safeguard Approval Letter	N	Expecting by 9/25

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Section 508 Compliance

System	508 Compliant? (Y, N, N/A)	If NOT 508 Compliant, Waiver obtained? (Y, N, N/A)	Notes	Responsible
Healthcare.gov	Y	N/A	QC controls "Learn Side" only – 96% compliance achieved	Jon Booth/OC
FFM				
Hub				
MIDAS	Y		MIDAS input: IBM Cognos Business intelligence application is compliant with the overarching section 508 requirements.	
NotResp				

41

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Data Preparation Checklist

Data	Status? (Yes/No)	Notes	Responsible
MAGI rules from State Medicaid Agencies loaded and tested?	No	FFM: a portion of the MAGI rules has previously been pushed to NotResp but the final piece (Medicaid CHIP Program Names) is going to on 9/19.	FFM team
Plan data loaded into HC.gov and tested?	No	HC.gov has plan data loaded. The CGI team has copied that plan data/information into the NotResp environment for testing (UAT). Test region is being populated with plans marked as Certified or Suppressed the evening of 9/19 with a test to follow for validation. Final version to be targeted for completion by noon 9/20.	OC / FFM Team
LOA1 user id's setup through Lite Account confirmed "ok"		FFM: Question for CMS – If the user provides the same answer to two or more of the security questions, the expectation is that we provide a specific error message. However, NotResp error response is different than the other kinds of errors and thus is not parsed by FFM. FFM: Consequently, the consumer sees the generic "your account could not be created" page rather than a specific error message. Options are either to A) have NotResp revise this or B) update the generic error message content to include the text of explaining that answers to two or more of the security questions cannot be the same. To reduce risk, CGI recommends Option B (simple text/content update) NOTE – If the user provides a UserID that's already in use or an Email address that's already in use NotResp sends those Error Faults as expected and FFM will correctly show the specific error content for these types of errors.	NotResp Team / FFM Team
LOA1 accounts in "limbo" state identified and cleaned up from EIDM temp table		FFM: After speaking with NotRe, there seems to be a disconnect on what this item is asking. CGI has delivered the CSV files to CMS NotRes of purged accounts from NotResp up until 9/12. CGI spoke with NotRe on this subject and the reply was "CGI has been	NotResp eam / FFM Team

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Data	Status? (Yes/No)	Notes	Responsible
		sending a data sheet pulled from ⸏NotResp⸏ which consists of the data to be cleaned up from the ⸏NotRe⸏ temp table. CGI could send out the list and ⸏NotRe⸏ team will work on getting that cleaned up." It was CGI's impression was that the production purging for the ⸏NotResp⸏ temp was happening daily and a long-term fix was to be put in on ⸏NotResp⸏ on 9/15, however, it's unclear where things stand. Recommend OIS to communicate with QSSI to get clarity on where this activity stands and if anything else remains.	
Test data cleared in production environment?	FFM: Planned MIDAS: No	FFM: Incorporated into the production cutover checklist MIDAS: Scheduled for 9/23	FFM Team / Hub Team / MIDAS Team
Reference data confirmed "ok"?	FFM: Yes MIDA: Testing in progress	Relates to state configuration date received from CMCS. MIDAS: Defect resolution in progress	FFM Team / Hub Team / MIDAS Team

43

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Performance & Stress Testing Checklist

Scenario: Register new accounts

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? ☐ FFM ☐ Hub ☐ NotResp ☐ MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: User completes the application

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? ☐ FFM ☐ Hub ☐ NotResp ☐ MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical		

44

HHS-0025768
CMS0011827

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Item	Description	Responsible
risks. Please include a link to or attach the artifact.		

Scenario: Key hub interfaces

Item	Description	Responsible
Scenarios tested		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs? ❑ Hub-IRS ❑ Hub-SSA ❑ Other?		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: FFM sends 834s to Issuers

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? ❑ FFM ❑ Hub ❑ NotResp ❑ MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is		

45

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OFFICE OF INFORMATION SERVICES

Item	Description	Responsible
not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: Issuers send 834s to FFM

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? ❑ FFM ❑ Hub ❑ NotResp ❑ MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

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Elasticity & Scalability Checklist

System	How will system scale (more VMs?, tuning?)	What will trigger the scaling (e.g., % CPU utilization)?	Who will do the scaling?	Is there a contingency plan if the scaling plan borrows capacity from another environment?	Notes
NotResp					
FFM	Yes (Both)	XOC Monitoring	Terramark / URS/ CGI	Yes (Coordinate with CMS)	
Hub					
MIDAS	1. Acquiring additional nodes and storage capacity for scaling Hadoop within 11/15/13 timeframe. 2. Larger capacity VMs are on order. 3. Content Pump performance depends on NotResp configuration for performance tuning	Time to process end – to-end data > 8 hours Storage – More than 30% of 35 TB Utilized within one month	IDL Solutions / CACI – CGI - NotResp	No	

47

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Environments and Infrastructure Checklist

Environments

Environment Configuration

Item	Status (Yes/No)	Notes	Responsible
Do PROD, [NotResp] have same code base and ready to support production break fixes?	No. Planned	CGI: Scheduled to support different release paths by conclusion of production cutover	Doug Margush, Jack Fletcher
Do all environments have the same/aligned software configuration (e.g. [NotResp] etc.)?	Yes (Test and Implementation Environments)		Doug Margush, Jack Fletcher
Have all overlaps / conflicts in environments and scheduled releases been resolved?	No. Planned	CGI: Scheduled to support different release paths by conclusion of production cutover	Doug Margush, Jack Fletcher
Are our PROD and IMP environments connected to the right Trusted Data Source (TDS) environments?	Yes		Doug Margush, Jack Fletcher, Walt, Richard Speights
Test harness deactivated properly?	Yes	9/19: Although it can and is done properly, there may be issues with the timing of the deactivation	Doug Margush, Jack Fletcher, Walt Dill, Richard Speights
DR Site ready?	No		Brandon Williams
DR Test conducted and validated?	No		Brandon Williams

HHS-0025772
CMS0011831

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Code Release Version

Environment		Proper Code Version Installed? (Yes/No and List Code Version)			Notes
	FFM	DSH	MIDAS	HC.gov Learn Site	
Responsible	FFM Team	Hub Team	MIDAS Team	HC.gov	
NotResp	N/A	N/A		N/A	
	NotResp	DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43		Yes – 1.5	FFM: The version listed is the expected version after production cutover
		PM R5, B43	Yes	N/A	FFM: The version listed is the expected version after production cutover MIDAS: NotResp
	N/A	N/A		N/A	FFM: The version listed is the expected version after production cutover
	NotResp	DSH S21,		Yes – 1.5	FFM: The version listed is the expected version after production cutover

49

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Environment	Proper Code Version Installed? (Yes/No and List Code Version)			Notes
	FFM	**DSH**	**MIDAS**	**HC.gov Learn Site**	
	cutover	B5			
NotResp		DSH S20, B8		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43	Yes	N/A	FFM: The version listed is the expected version after production cutover MIDAS: NotResp
		DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43	N/A	N/A	FFM: The version listed is the expected version after production cutover

50

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Environment	Proper Code Version Installed? (Yes/No and List Code Version)				Notes
	FFM	**DSH**	**MIDAS**	**HC.gov Learn Site**	
PROD	NotResp	PM R5, B43	Yes	Targeting this weekend – 1.5	FFM : The version listed is the expected version after production cutover MIDAS: NotResp

HHS-0025775
CMS0011834

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Architecture

Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Presentation Zone Configured		General Comment: Not known at this point, discussions ongoing	
Intended VMs configured and ready			Doug Margush, Jack Fletcher
Web Server			Doug Margush, Jack Fletcher
Load Balance Configured			Doug Margush, Jack Fletcher
Clustering Configured			Doug Margush, Jack Fletcher
Akamai Configured – (only Akamai servers should be able to communicate with presentation zone.			Doug Margush, Jack Fletcher
Application Zone Configured			Doug Margush, Jack Fletcher
Intended VMs configured and ready			Doug Margush, Jack Fletcher
NotResp			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher

HHS-0025776
CMS0011835

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Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Load Balance Configured			Doug Margush, Jack Fletcher
Clustering Configured			Doug Margush, Jack Fletcher
Cognos Application Zone Components			Doug Margush, Jack Fletcher
Other			Doug Margush, Jack Fletcher
Data Zone Configured		General Comment: Not known at this point, discussions ongoing	Doug Margush, Jack Fletcher
Intended VMs configured and ready			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
NotResp			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher

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Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Other			Doug Margush, Jack Fletcher
Other		General Comment: Not known at this point, discussions ongoing	Doug Margush, Jack Fletcher
SSL Certificates			Doug Margush, Jack Fletcher
Firewalls Configured?			Doug Margush, Jack Fletcher
SSH keys (Public & Private) properly configured?			Doug Margush, Jack Fletcher
NotResp Configured?			Doug Margush, Jack Fletcher
Program accounts removed?			Doug Margush, Jack Fletcher
Named user accounts removed?			Doug Margush, Jack Fletcher
Application logging consolidated across systems?			Doug Margush, Jack Fletcher

54

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Agreements Checklist

Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
IRS	CMA – Yes; Interagency Exchange Agreement (IEA)- No	Yes	Yes	Yes	**IRS CMA**: Passed the 30 day waiting period in Fed Register without issue. **IRS IEA**: IRS is the only federal partner who requires an IEA with CMS. (b)(5) (b)(5)	Daniel Lazenby, Reba Cole, Nancy Keates
SSA	Yes	Yes	Yes	Yes		Daniel Lazenby, Reba Cole, Nancy Keates
DHS	Pending	No	CMS expected to receive by 09/16/2013	Pending review and approval	**DHS CMA**: In 30-day Federal Register Waiting period until 09/19; (b)(5)	Daniel Lazenby, Reba Cole, Nancy Keates
VHA	Yes	No –	On 09/13, 2013, CMS received VA's Master ISA and Associate ISA. Received VA signature pages for both ISA's on 09/11/2013.	Pending review and approval		Daniel Lazenby, Reba Cole, Nancy Keates

55

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Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
DOD –Tricare	Yes	No	Pending –	Pending ISA outcome	(b)(5) **DMDC ISA:** CMS provided an updated Master ISA to DMDC to review and approve, and CMS awaiting response from DMDC. DMDC had provided prior comments to the Master ISA, because they follow DOD security regulations, and not NIST security publications.	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
OPM	**DUA** completed	Yes	N/A	N/A	**OPM** has a DUA with CMS and does not need an ISA;	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Peace Corp	**DUA** completed	No	N/A	N/A	**Peace Corps** has a DUA with CMS and does not need an ISA; **Peace Corps SLA:** primarily due to concerns regarding unknown TPS volume and response times (b)(5)	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Non-Fed Commercial TDS	Is this required?	Yes – 06/2013	Is this required?		**Equifax:** Non-Federal Trusted Data Source.	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Non-FED States				Yes: Delaware: ATC signed by CIO; Pending: Kentucky and Connecticut ATCs pending		

56

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Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
				CIO signature; Under Privacy Staff Review: Arizona, California, New York, and Washington (state) ATCs are in OESS for Privacy Staff review		
Third Parties						Daniel Lazenby (SLA only), Reba Cole, Nancy Keates

Milestones

Agency	ISA	ATC	CMA	SLA
IRS	09/03/2013	Do not have date granted	09/15/2013: Pending IEA	4/12/2013
SSA	08/30/2013	Do not have date granted	09/08/2013	8/22/2013
DHS	Pending		09/20/2013	Pending
VHA	In Review		09/15/2013	Pending
DOD –Tricare	Pending		09/03/2013	Pending
Peace Corps	Not Required		DUA only	
OPM	Not Required		DUA only	
Non-Fed	05/24/2013		Equifax ???	June 2013
Third Parties	05/24/2013			

HHS-0025781
CMS0011840

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Issuer Checklist

Item	# of Issuers	Status (% Complete)	Notes	Responsible
All web services onboarding completed? WS Onboarding Completion Status	84	63% (84/133)		Sean McHale, Dan Miller
All EFT onboarding completed? EFT Onboarding Completion Status	307	91% (307/339)	*#s in terms of HIOS Issuer IDS; 393/394 Issuers have approved plans. Only 339 of these Issuers have submitted onboarding forms. All percentages are presented in terms of these issuers (339)	Walt Dill, Ari Knausenberger, Dan Miller
All EDI onboarding complete? EDI Onboarding Completion Status	317	94% (317/339)	*#s in terms of HIOS Issuer IDS; 393/394 Issuers have approved plans. Only 339 of these Issuers have submitted onboarding forms. All percentages are presented in terms of these issuers (339)	Pradeep Jain, Ari Knausenberger
All Trading Partner agreements signed?				Walt Dill, Michael Cabral
All Issuer agreements signed?		Signed agreements from every certified Issuer	Following up on minor issues with a handful. Aiming for Monday, 9/30 for counter-signature	Beth Paris, CCIIO

58

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Agent/Broker Checklist

Item	Status (Yes/No)	Notes	Responsible
Agent/Broker Agreements Signed?	Yes (process is ongoing)	As of 9/17/13, 30,621 agents/brokers had completed MLN training (meaning that they have signed an agreement).	Bing Chao, Pete Nakahata
Agents/Brokers registered in NotResp	Yes (process is ongoing)	As of 9/18/13, 5,911 agents/brokers had completed NotResp	Bing Chao, Pete Nakahata
Agents/Brokers on boarded to web services API?	Yes (process is ongoing)	As of 9/17/13, there are 28 executed web-broker agreements, with 19 entities having started the onboarding process.	Bing Chao, Pete Nakahata

State Checklist

State		Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
		w/3rd Party Cert	Network	Application				
SBM	California (CA)	Yes	Yes	Yes	Open		Open	Walt Dill, Michael Torppey, Chris Kao
	Colorado (CO) C4HCO	Yes	Yes	Yes	Yes		Yes	Walt Dill, Michael Torppey, Chris Kao
	Colorado (CO) HCPF	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Connecticut (CT)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao

HHS-0025783
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	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
	District of Columbia (DC)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Hawaii (HI)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Kentucky (KY)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Maryland (MD)	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Massachusetts (MA)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Minnesota (MN)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Nevada (NV)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	New York (NY)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Oregon (OR)	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Rhode Island (RI)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Vermont (VT)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Washington (WA)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
SPM	Arkansas (AR)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Delaware (DE)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Idaho (ID)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Illinois (IL)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao

60

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	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
	Iowa (IA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Kansas (KS)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Maine (ME)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Michigan (MI)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Montana (MT)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Nebraska (NE)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	New Hampshire (NH)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	New Mexico (NM)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Ohio (OH)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	South Dakota (SD)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Utah (UT)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Virginia (VA)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	West Virginia (WV)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
FFM	Alabama (AL)	Yes			N/A	Pull	N/A	Walt Dill, Michael Torppey, Chris Kao
	Alaska (AK)				N/A	Pull	N/A	Walt Dill, Michael Torppey, Chris Kao
	Arizona (AZ)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao

61

HHS-0025785
CMS0011844

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State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
Florida (FL)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Georgia (GA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Indiana (IN)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Louisiana (LA)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Mississippi (MS)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Missouri (MO)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
New Jersey (NJ)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
North Carolina (NC)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
North Dakota (ND)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Oklahoma (OK)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Pennsylvania (PA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
South Carolina (SC)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Tennessee (TN)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Texas (TX)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Wisconsin (WI)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
Wyoming (WY)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao

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Federal Checklist

Item	Status (Yes/No)	Notes	Responsible
Connectivity established to IRS production environment?		Requires receipt of the IRS Safeguard Approval Letter prior to connection	Walt Dill / Tom Schwankweiler / Richard Speights
Connectivity established to SSA production environment?			Walt Dill / Richard Speights
Connectivity established to DHS production environment?			Walt Dill / Richard Speights
Connectivity established to VA production environment?			Walt Dill / Richard Speights
Connectivity established to DoD - TRICARE production environment?			Walt Dill / Richard Speights
Connectivity established to Peace Corps production environment?			Walt Dill / Richard Speights
Connectivity established to OPM production environment?			Walt Dill / Richard Speights

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Operations Checklist

Confirm escalation path

Scenario	Tier 1	Tier 2	Tier 3	Each Tier in Place?

Consumer has a general problem or question	OC Call Center --> OC Help Desk	XOSC Help Desk	Depending on issue:
			
			• Development contractors
			  • CGI: FFM
			  • QSSI: Hub
			  • IDL: MIDAS
			• Technology vendors
			  • Verizon Terremark
			  • Software vendor
				Yes

Consumer needs assistance with eligibility issue	OC Call Center	Eligibility Support Worker	Depending on issue:
			• CMS Staff
			• Development contractors
			  • CGI: FFM
			  • QSSI: Hub
				Yes

Issuer or Federal Agency calls with a problem or question	XOSC Help Desk	E& E FM LMI QSSI CCIIO	Depending on issue: • CMS Staff • Development contractors (CGI, QSSI) • Policy (CCIIO, LMI)	Yes

State calls with a problem or question	XOSC Help Desk	QSSI Regional Technical Support (RTS)	Depending on issue:
			• Development contractors
			  • CGI: FFM
			  • QSSI: Hub
			  • IDL: MIDAS
				Yes

Agent/Broker calls with a problem or question	Password Reset (XOSC)	No other help desk support	Depending on issue: • CMS Staff • Development contractors (CGI, QSSI) • Policy (CCIIO, LMI)	Tier 2 (Gap identified) email is being providing if regarding NLN/MMLN issues

64

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Scenario	Tier 1	Tier 2	Tier 3	Each Tier in Place?

XOC monitoring detects a systems issue (capacity, performance, etc.)	XOC Operations Staff	Depending on issue:
		
		• Development contractors
		   • CGI: FFM
		   • QSSI: Hub
		   • IDL: MIDAS
		• Technology vendors
		   • Verizon Terremark
		• Software vendor
			Depending on issue:
			
			• Development contractors
			   • CGI: FFM
			   • QSSI: Hub
			   • IDL: MIDAS
			• Technology vendors
			   • Verizon Terremark
			• Software vendor
				Yes

Help Desk and Support Operations Readiness

Help Desk	Scripts documented and reviewed with staff? (Yes/No)	FTE Capacity Appropriate? (normal and surge capacity) (Yes/No)	SLA Established? (Yes/No)	Informed of known problems in 10/1 releases?	Hours of Operation	Identify underlying documents	Notes
XOSC Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F (On call after hours) 24/7 after 10/1/2013	CIISG [NotResp] User Guide	Scripts being reviewed/SOPs done
[NotResp] Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F	CIISG [NotResp] User Guide	Scripts being reviewed
Experian Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F	CIISG [NotResp] User Guide	Scripts being reviewed
CMS IT Service Help Desk	No	Yes	Yes	No	24/7	CIISG [NotResp] User Guide	Scripts being reviewed
CGI Tier 3 Support (FFM)	No	Yes	Yes	No	6:00 AM -	CIISG [NotResp]	Scripts being

65

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Help Desk	Scripts documented and reviewed with staff? (Yes/No)	FTE Capacity Appropriate? (normal and surge capacity) (Yes/No)	SLA Established? (Yes/No)	Informed of known problems in 10/1 releases?	Hours of Operation	Identify underlying documents	Notes
					9:00 PM EST	User Guide	reviewed
QSSI Tier 3 Support (Hub)	No	Yes	Yes	No	M-F (On call after hours)	CIISG NotResp User Guide	Scripts being reviewed
CACI Tier 3 Support (MIDAS)	No	Yes	Yes	No	24/7 after 10/1/2013	CIISG NotResp User Guide	Scripts being reviewed
OC Consumer Help Desk	Yes	Yes	Yes	No	6:00 AM - 9:00 PM EST	CIISG NotResp User Guide	

Points of Contact

Area	Clear CMS Points of Contact Identified? (Yes/No)	If appropriate, clear external Points of Contact identified? (Yes/No)
Issuers	Yes	Yes, listserv
Agents/Brokers	Yes	No
State Based Marketplaces	Yes	Yes, listserv
State Medicaid/CHIP Agencies	To be identified through CMCS	Yes, listserv
Federal Agencies	Yes	Yes, listserv
Trusted Data Sources (OPM, PeaceCorps, etc...)	Yes	Yes, listserv

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OFFICE OF INFORMATION SERVICES

Triage Team and Tool Checklist

Item	Yes/No	Notes
NotResp queues configured properly?	Yes	
NotResp reports ready?	Yes	In draft; pending final review; CMS Management profile prepared and ready.
Do all staff have proper access to NotResp	(Gap identified)	Suggest current queues be evaluated for possible recycle.
Is the Triage process ready for Open Enrollment?	Yes	Triage Team worked with Kirk to identify "enterprise" process.
Is the Triage Team staffed properly?	(Gap identified)	Staff and contractors are being assigned and provided tools and instructions.

Monitoring Checklist

Business process monitoring

Business process	Are metrics identified for monitoring (e.g., login success % for consumers)? (Yes/No)	Relevant systems						Has responsibility been assigned for monitoring the metrics? (Yes/No)	Threshold identified for the metrics? (i.e., when is there a problem to communicate? (Yes/No)	Notes
		FFM	Hub	MIDAS	NotResp	HC.gov	NGS			
Create Account	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Application	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Eligibility Determination	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Plan Compare	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Direct Enrollment	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Enrollment	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	

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System monitoring

System / Service	Metrics established for monitoring the system? (Yes/No)	Responsibility assigned for monitoring metrics? (Yes/No)	Threshold identified for the metrics (i.e., when is there a problem to communicate)? (Yes/No)	Notes
NotResp	Unknown	Unknown	Unknown	
FFM	Unknown	Unknown	Unknown	
DSH	Unknown	Unknown	Unknown	
MIDAS	Yes	Yes	Yes	Owned by NotResp team
Terremark Infrastructure (e.g., CPU utilization)	Yes	Yes	Yes	
Akamai				
Serts/Service	Yes	Yes	Yes	
EFT (Tibco)	Yes	Yes	Yes	
TWS	Yes	Yes	Yes	

Production Control and Monitoring

Item	Yes/No	Notes
Backup configured properly?	Yes	
Backup / restore function tested and validated?	Yes	In place, but not validated over last 30 days
Other relevant jobs scheduled in TWS?	Yes	85% complete
XOC monitoring tools configured?	Yes	
Contractors have procedures and instructions on what to do based on monitoring tool output?	Yes	

HHS-0025792
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Documentation Checklist

Item	Completed (Y/N)			Notes	Release Mgmt Notes
	FFM	**Hub**	**MIDAS**	**Notes**	**Release Mgmt Notes**
O&M Manual Updated	In Progress	Unknown	Y	Targeting draft 09/23 and final 09/30	No draft delivered
Build/Release Notes	Y	Unknown	Y	FFM: Available with each build, final will be provided at conclusion of production cutover	Delivered on 9/16 – will require update to reflect changes since 9/16
Implementation tasks/plan	Y	Unknown	Y	FFM: Combination of task tracker (IQ Suite Task) tasks plus the production cutover checklist (spreadsheet)	Not received
Rollback/Backout plan	Y	Unknown	Y	FFM: Incorporated into the production cutover checklist (e.g., data restore, configuration of connection points)	Not received
Final defect report	Y	Unknown	Y	FFM: Available via incident tracking system, final will be provided at conclusion of production cutover	Not received
Schedule Changes (TWS) documentation	Y	Y	Y		
Run books for XOC deployment staff	N	N	N	Gap identified: XOC CICD Support team has identified template to use and work with Dev. teams and use current information to populate. [NotResp] assigned.	

HHS-0025793
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