

Message

From: Trenkle, Tony (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Sent: 9/19/2013 12:56:42 PM
To: Snyder, Michelle (CMS/OA) [redacted] NotResp
Subject: Fw: Yesterday's Call

FYI

From: Ekh, Jeannette [mailto:Jeannette.Ekh@bcbsfl.com]
Sent: Thursday, September 19, 2013 08:51 AM
To: Trenkle, Tony (CMS/OIS)
Subject: RE: Yesterday's Call

I understand why they were not happy. They expected a communication around what functions would be ready on 10/1 as was discussed in an earlier meeting with Marilyn.

I was disappointed as well (and so were many of the Alpha Plans) that the discussion was primarily covering the testing material that was covered in the call with all issuers the day before. We expected that Michelle, Jim or Henry would describe the functions that are expected to work, such as Plan Compare, and that other functions, such as Enrollment, would come online following 10/1. All issuers need to know what should be working correctly (and what will likely not work correctly) so they can communicate to their consumers, agents and internal staff. It's important to set expectations before 10/1.

The Alpha Plans Are still reporting significant issues (e.g. Agent flow within Direct Enrollment) and know that your folks need to lock down the system soon for deployment in your production environment. Do you know what functions they at going to deploy?

By the way, thanks for asking.

Sent with Good (www.good.com)

-----Original Message-----

From: Trenkle, Tony (CMS/OIS) [mailto:tony.trenkle@cms.hhs.gov]
Sent: Thursday, September 19, 2013 08:32 AM Eastern Standard Time
To: Ekh, Jeannette
Subject: Yesterday's Call

What did you think of the call? Both JT and JH were not happy. They felt that not enough detail was given on what is going to be available on 10/1. Was that your impression?

-----Original Message-----

From: Ekh, Jeannette [mailto:Jeannette.Ekh@bcbsfl.com]