Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-001	Plan Management	N/A	OneGate	Provide a business rules engine that can support Exchange, State and federal Plan Management rules	Validated
PM-002	Plan Management	N/A	OneGate	Provide a business rules engine that allows trained authorized business users to configure Exchange rules	Validated
PM-003	Plan Management	N/A	OneGate	Provide the ability define a begin and end date for a plan enrollment period	Validated
PM-004	Plan Management	N/A	OneGate	Allow for multiple enrollment periods during a calendar year.	Validated
PM-005	Plan Management	N/A	OneGate	Provide the ability open a special enrollment period to enable enrolling a plan outside the defined enrollment period.	Validated
PM-006	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability, upon request, to generate, publish and send Issuers an electronic Request for Notification of Intent to Apply for QHP certification. Requests will include instructions for application submission.	Deleted
PM-007	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability for Issuers to submit an electronic Notification of Issuer's Intent to Apply, including all mandatory information	Deleted
PM-008	Plan Management	Initiate QHP Issuer App	SERFF	Provide Issuers with the ability to initiate an application for Issuer certification and be directed to application requirements	Deleted
PM-009	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability to capture and store at a minimum the following Issuer information as part of the Notification of Intent to Apply: - Issuer ID - NAIC Number - Issuer Name - license - Solvency - certifications - complaint history - accreditation date - accreditation status	Deleted
PM-010	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability to receive, store and track the information included in the Notification of Issuer's Intent to Apply	Deleted
PM-011	Plan Management	Initiate QHP Issuer App	Manual	Provide interface/query to state database and/or state License system in order to validate Issuer information	Deleted
PM-012	Plan Management	Initiate QHP Issuer App	Manual	Provide the ability to electronically notify Issuer of validation or non-validation	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-013	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability to establish and/or verify the existence of an Issuer ID	Validated
PM-014	Plan Management	Initiate QHP Issuer App	Manual	Provide Exchange staff the ability to verify Issuer licensure	Deleted
PM-015	Plan Management	Initiate QHP Issuer App	Manual	Provide the ability to notify the Issuer when an ID has been established	Deleted
PM-016	Plan Management	Initiate QHP Issuer App	SERFF	Allow Issuers to initiate product submissions for approval, for products to be offered on the Exchange	Deleted
PM-017	Plan Management	Initiate QHP Issuer App	SERFF	Allow the issuer to classify applications to indicate Issuer type: licensed to sell outside the Exchange OR licensed to sell on the Exchange	Deleted
PM-018	Plan Management	Initiate QHP Issuer App	SERFF	Allow the issuer to classify applications to indicate Product type: qualified to sell outside Exchange Or on the Exchange Market type: Individual market, small group, large group, Medicaid	Deleted
PM-019	Plan Management	Initiate QHP Issuer App	SERFF	Allow the issuer to classify applications to indicate Exchange Market type: Individual market, small group, large group, Medicaid	Validated
PM-020	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability to record multiple counties and multiple zip codes by plan to reflect the geographic service area covered by a plan	Deleted
PM-021	Plan Management	Initiate QHP Issuer App	SERFF	Provide multiple levels of categorization of plans to identify different plan 'types' and allow for multiple types of plans (e.g. Line of Business, PPO vs. HMO, Pre-Paid 7A/7B, etc.)	Validated
PM-022	Plan Management	Initiate QHP Issuer App	SERFF	Provide ability to identify those plans that contain pediatric essential dental benefit	Validated
PM-023	Plan Management	Initiate QHP Issuer App	SERFF	Provide ability to identify those plans that contain pediatric essential vision benefit	Validated
PM-024	Plan Management	Initiate QHP Issuer App	SERFF	Provide the capability for issuers to submit QHP certification, recertification, and decertification information in multiple formats including batch upload in a format determined by the Exchange, and direct data entry. This information may include issuer and product plan administrative information, network data, benefit data, rate data, marketing materials, and issuer/product plan attestations.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-025	Plan Management	Initiate QHP Issuer App	SERFF	Provide the ability to receive data from issuers on at least the following elements: issuer characteristics, product design and rating rules for approval.	Deleted
PM-026	Plan Management	Initiate QHP Issuer App	SERFF	Store information about each plan offered within the Exchange, as required to support plan analysis. Examples of product plan data includes: - Benefits structure/cost sharing requirements - Quality measures and rating data (potentially through existing accreditation entities reporting mechanisms) - Rates - Co-pay and cost sharing information	Validated
PM-027	Plan Management	Establish Issuer and Plan Renewal and Recertification	TBD	Be able to display a variety of data about a plan to help determine the decision to renew including: - Performance Data - Quality Data - Complaint Data - Coverage data - Benefits and rates	Deleted
PM-028	Plan Management	Establish Issuer and Plan Renewal and Recertification	Manual	The system must allow the Exchange staff to indicate which plans will be requested to be renewed and which will not.	Deleted
PM-029	Plan Management	Establish Issuer and Plan Renewal and Recertification	Manual	The system must, upon request, generate and send electronic renewal request to Issuers about the plans desired to be renewed, requesting an notification of intent to renew.	Deleted
PM-030	Plan Management	Establish Issuer and Plan Renewal and Recertification	Manual	The system must be able to receive notifications from Issuers regarding intent to renew or not renew a plan	Deleted

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-031	Plan Management	Initiate QHP Issuer App	SERFF	Proposed solutions may include storage and maintenance of provider networks, or may include functionality to provide a hyperlink to issuer databases. If the option is chosen to store provider networks, the system must support ongoing maintenance through links with the issuers.	Deleted
PM-032	Plan Management	Initiate QHP Issuer App	Manual	Provide the ability to evaluate networks against specific criteria as defined by the Exchange	Deleted
PM-033	Plan Management	Initiate QHP Issuer App	TBD	Provide ability to link consumer queries to Issuer databases and state data sets	Deleted
PM-034	Plan Management	Initiate QHP Issuer App	SERFF	Capture and store Provider Information including: - Provider type - Accepting new patients y/n - Provider demographic information - Provider services information Note: providers can be linked to multiple plans and multiple issuers	Deleted
PM-035	Plan Management	Initiate QHP Issuer App	SERFF	Provide ability to validate an Issuer's certification to sell products within the State including but not limited to: - Issuer Identifier - State Certification Status - Certification date	Deleted
PM-036	Plan Management	Initiate QHP Issuer App	Manual	Provide the ability for Issuers to link information submitted in the Exchange system with information submitted separately to the Insurance Division for other regulatory requirements	Deleted
PM-037	Plan Management	Initiate QHP Issuer App	SERFF	Provide ability to store Issuer information provided by Insurance Division into the Exchange system. Data can include: - Certification information - Plan approval - Market Analysis results - Audits - Rate Reviews - Quarterly Performance Data - Suspensions or actions (if exist)	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-038	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide ability for Exchange staff, and other authorized entities (e.g. Division of Medicaid, Insurance Division, etc. staff) to view Issuer and Plan information, update as needed and add additional data to support plan evaluation.	Deleted
PM-039	Plan Management	Evaluate QHP Issuer Application	Manual	Provide the ability via an electronic interface with the appropriate state database resources to validate state insurance licensure, solvency and good standing	Deleted
PM-040	Plan Management	Evaluate QHP Issuer Application	TBD	Provide interface/query capability with the appropriate CMS systems for plan management and financial management functions to return data about an Issuer. Examples of the data include, but are not limited to: - Premium review results - Complaints - Rates of app denial - Claims processing timeliness - Claims denials - Quality reporting	Deleted
PM-041	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide ability to separately approve or disapprove at least the following dimensions of an application: an issuer, a product and rates as separate and distinct elements of certification/recertification/decertification for each market segment (small group, individual).	Deleted
PM-043	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide ability for authorized users to view product information, request supplemental information, update as needed and add additional data to support product evaluation.	Deleted
PM-044	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide the ability to define a series of criteria fields that will be used to compare and rate plans. Criteria fields can be a variety of types including but not limited to: - True/false or Yes/No - Numerical values for use in calculations - Numerical range fields (example: between x and x values) - Text based fields for narrative criteria - Fields that allow multiple values (text or number)	Deleted
PM-045	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide the ability to accommodate time-base criteria to support a defined timeframe for which the criteria is valid	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-046	Plan Management	Evaluate QHP Issuer Application	OneGate	Store historical criteria which is no longer in active use, or has expired for reference	Validated
PM-047	Plan Management	Evaluate QHP Issuer Application	TBD	Provide ability for Plan Management workers to compare a proposed exchange plan portfolio to determine if there are gaps missing in coverage, network adequacy, tiers or other criteria.	Deleted
PM-048	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide the ability for Plan Management workers to verify Attestations and supporting documentation	Deleted
PM-049	Plan Management	Evaluate QHP Issuer Application	TBD	Allow Plan Management workers to compare a proposed product portfolio against a set of criteria. Possible criteria would include, but not be limited to: - Complaint - Quality, including Accreditation status - Benefit coverage - Cost sharing - Marketing material, etc.	Deleted
PM-050	Plan Management	Evaluate QHP Issuer Application	SERFF	Accommodate variations in criteria by Market (individual, small group, large group).	Validated
PM-051	Plan Management	Evaluate QHP Issuer Application	Manual	Accommodate variations in criteria by Issuer type (Exchange / Non-Exchange).	Deleted
PM-052	Plan Management	Evaluate QHP Issuer Application	Manual	Provide functionality to track the QHP review workflow process. For example, the system will provide the ability to assign review tasks, note completion, and utilize checklists for review.	Deleted
PM-054	Plan Management	Evaluate QHP Issuer Application	Manual	Provide the ability to electronically send Notice of Application Status to Issuer	Deleted
PM-055	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide the ability to distinguish plans and issuers certified for the Exchange from those that have applied but were denied, those that have expired or decertified.	Deleted
PM-056	Plan Management	Evaluate QHP Issuer Application	SERFF	Provide authorized users the ability to enter and store reasons for acceptance or denial of a plan or Issuer into the Exchange	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-057	Plan Management	Evaluate QHP Issuer Application	Manual	Provide the ability to automatically generate formal letter of denial indicating that an Issuer and/or Plan has not been accepted into the Exchange	Deleted
PM-058	Plan Management	Evaluate QHP Issuer Application	Manual	Provide the ability to generate letters though all stages of review process (including an electronic form of the letter) of denials; indicating that a issuer and/or productplan has/has not been accepted into the specific market (individual or small group) and/or the exchange.	Deleted
PM-059	Plan Management	Rate and Benefit Information Receipt	SERFF	Provide the ability to receive and process Rate and Benefit Data for each product plan offered on the Exchange	Validated
PM-060	Plan Management	Rate and Benefit Information Receipt	Manual	Ability to send notification to Issuers to submit rate and benefit information	Deleted
PM-061	Plan Management	Rate and Benefit Information Receipt	SERFF	Provide Issuers with the ability to provide rate and benefit information in multiple formats including file upload in a format determined by the Exchange, and direct data entry.	Deleted
PM-062	Plan Management	Rate and Benefit Information Receipt	SERFF	Allow benefit data to be collected in discrete elements, as defined by federal guidance and state requirements. For example, each category and subcategory of Essential Health Benefits must appear, along with cost-sharing requirements associated with the benefit.	Deleted
PM-063	Plan Management	Rate and Benefit Information Receipt	SERFF	Allow Issuers to classify product plans as QHP-applicable and non-QHP-considered; and also classify within a market type (i.e. individual or small group)	Deleted
PM-064	Plan Management	Rate and Benefit Information Receipt	SERFF	Provide the ability to receive rate tables *and/or* rating rules in multiple formats including electronic file in a format determined by the Exchange, and direct data entry.	Validated

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Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-065	Plan Management	Rate and Benefit Information Receipt	SERFF	Perform data validation on rate/benefit data to ensure accuracy and completeness of supplied data.	Deleted
PM-066	Plan Management	Rate and Benefit Information Receipt	SERFF	Provide electronic notification to Issuers regarding data issues related to rate and benefit information submission(s)	Deleted
PM-067	Plan Management	Rate and Benefit Information Receipt	SERFF	Provide electronic notification to Issuer to provide Final Attestation for Rate/Benefit Data and Information	Deleted
PM-068	Plan Management	Rate and Benefit Information Receipt	SERFF	Allow Insurance Issuers the ability to provide premium information in real-time or as part of the catalog in a batch upload.	Deleted
PM-069	Plan Management	Revise QHP Issuer Application	SERFF	Provide Issuer the ability to withdraw an application for consideration for individual and small group market, and/or consideration in individual exchange and/or SHOP exchange	Deleted
PM-070	Plan Management	Determine Issuer Plan Non-Certification	SERFF	Provide the ability to record the plan non-renewal event and status information, including date, reason/rationale	Deleted
PM-071	Plan Management	Determine Issuer Plan Non-Certification	Manual	Produce electronic and/or paper notices to Issuers when a plan is decertified from Exchange	Deleted
PM-072	Plan Management	Determine Issuer Plan Non-Certification	SERFF	Provide the ability to record the plan or issuer decertification event and status information, including date, reason/rationale	Deleted
PM-073	Plan Management	Determine Issuer Plan Non-Certification	Manual	Produce electronic notification to Insurance Division when a Issuer/plan is not renewed or is decertified from the Exchange	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-074	Plan Management	Determine Issuer Plan Non-Certification	SERFF	Produce electronic notification to CMS when an Issuer/plan is not renewed or is decertified from the Exchange	Deferred
PM-075	Plan Management	Determine Issuer Plan Non-Certification	SERFF	Provide the ability to define an option period for recertification and renewal.	Deleted
PM-076	Plan Management	Determine Issuer Plan Non-Certification	SERFF	Send notification to the Insurance Division or other relevant state agencies of those Issuers and/or Plans which have been denied acceptance to participate in the Exchange.	Deleted
PM-077	Plan Management	Establish QHP Certification and Agreement	SERFF	Provide the ability to open a special certification period to enable certifying an Issuer or Plan outside the defined certification period	Deleted
PM-078	Plan Management	Establish QHP Certification and Agreement	SERFF	Provide the ability to record agreement information in the system including: - Agreement ID - Agreement begin date - Agreement end date - Plan Operations begin date - Plan Operations end date	Deleted
PM-079	Plan Management	Establish QHP Certification and Agreement	Manual	Provide the ability to generate a notification of certification into the Exchange	Deleted
PM-080	Plan Management	Establish QHP Certification and Agreement	SERFF	Allow storage of agreement signature or acceptance date to indicate the Issuer agreement acceptance.	Deleted
PM-081	Plan Management	Establish QHP Certification and Agreement	Manual	Provide ability to store an electronic copy of the agreement and associate it with a plan record so it can be retrieved and viewed when querying information about a plan.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-082	Plan Management	Establish QHP Certification and Agreement	TBD	Determine the quality rating in accordance with CMS plan quality rating methodology.	Deferred
PM-083	Plan Management	Establish QHP Certification and Agreement	SERFF	Display the metal rating of a plan (platinum, gold, silver, bronze)	Validated
PM-084	Plan Management	Establish QHP Certification and Agreement	OneGate	Provide query of plans by issuer with calculated rating for other attributes to be determined by the Exchange.	Deferred
PM-085	Plan Management	Establish QHP Certification and Agreement	OneGate	Provide the ability for plan information to be 'published' to the public exchange view when approval for plan is finalized	Validated
PM-086	Plan Management	Establish QHP Certification and Agreement	OneGate	Provide the ability to display plan information on the public exchange view, including, but not limited to data such as: - Plan title and description - Plan quality rating - Plan providers - Out of pocket limits - Annual deductible - Doctor Choice - Prescription Choice - Monthly Premium - Applicants Denied - Plan Details - Link to Issuer/Plan website - Medical loss ratio - Transparency in coverage - Summary in benefits and coverage - Levels of coverage - Availability of in-network and out-of-network providers	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-087	Plan Management	Establish QHP Certification and Agreement	OneGate	Provide the ability for plan information to be easily removed from the public exchange view if approval status of the plan changes	Validated
PM-088	Plan Management	Establish QHP Certification and Agreement	Manual	Provide electronic data to the Insurance Division to indicate notice of issuers/plans approved for the Exchange. Data can include: - Issuer ID - Exchange certification date	Deleted
PM-089	Plan Management	Establish QHP Certification and Agreement	SERFF	Provide the ability to store an electronic copy of the agreement and associate it with a plan record so it can be retrieved and viewed when querying information about a plan	Deleted
PM-090	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Support receipt of recertification data in the same manner used for initial certification.	Deleted
PM-091	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Support storage, view and processing of recertification data and analysis in the same manner used for initial certification.	Deleted
PM-092	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Distinguish if data and tracking activities are for initial certification or recertification	Deleted
PM-093	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Store and provide the capability to display on demand transactional history related to the QHP certification process, including but not limited to certification/decertification event and rationale for decertification events.	Deleted

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-094	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Store a record of all QHP negotiation steps, activities, and outcomes.	Deleted
PM-095	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Generate re-amendment notification and information storage consistent with the initial certification amendment process.	Deleted
PM-096	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Process agreement acceptance from Issuers consistent with the initial certification acceptance process	Deleted
PM-097	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Update Issuer and agreement information in the system consistent with the initial certification amendment process.	Deleted
PM-098	Plan Management	Establish Issuer and Plan Renewal and Recertification	Manual/SERFF	Recertify the plan and notify issuers consistent with the initial certification process.	Deleted
PM-099	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	Update CMS with certified plan information consistent with the initial certification process	Validated
PM-100	Plan Management	Establish Issuer and Plan Renewal and Recertification	SERFF	The system must distinguish to CMS initial certified data from recertified plan data.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-102	Plan Management	Monitor Issuer/Plan Compliance	Manual	Provide the ability to define performance monitoring periods (i.e. quarterly, monthly etc.)	Deferred
PM-103	Plan Management	Monitor Issuer/Plan Compliance	TBD	Accept Issuer and plan performance data electronically from Issuers and the Insurance Division in support of periodic monitoring activities such as: - HEDIS ratings - Consumer perception ratings (CAHPS) - Complaints - Patient information programs - Claims payment data - Disenrollment data - Denied claims - Issuer ID - Compliant data/summaries - Sanction data (if any) - Solvency Status - Network Adequacy	Validated
PM-105	Plan Management	Monitor Issuer/Plan Compliance	TBD	Accept Issuer and Plan data electronically from CMS in support of periodic monitoring activities such as: -Issuer ID -Plan ID -Complaint data/summaries -Other data to be determined by CMS	Deferred
PM-107	Plan Management	Monitor Issuer/Plan Compliance	TBD	Track the receipt of performance and compliance data from Issuers and including date of receipt	Deleted
PM-108	Plan Management	Monitor Issuer/Plan Compliance	TBD	Allow authorized users to track receipt of information received by Issuers in non-data formats, i.e. PDFs	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition

PM-109	Plan Management	Monitor Issuer/Plan Compliance	Manual	Allow recording results of compliance analysis, and the status of an issuer/plan meeting a variety compliance requirements such as:
				- Benefits design standards - validation/tracking data
				  - Essential benefits
				  - Cost sharing limits
				  - Coverage levels
				- Insurance Division certification status
				- User fee compliance
				- Risk adjustment participation compliance
				- Plan offering compliance
				- Non discrimination compliance
				- Transparency requirements
					Deferred

PM-110	Plan Management	Monitor Issuer/Plan Compliance	SERFF & OneGate	Indicate the status of an Issuer/Plan compliance determination	Deferred
PM-111	Plan Management	Monitor Issuer/Plan Compliance	SERFF	Allow for preliminary and final compliance determinations	Deferred
PM-112	Plan Management	Monitor Issuer/Plan Compliance	SERFF	Retain historical compliance tracking information	Deferred
PM-113	Plan Management	Monitor Issuer/Plan Compliance	Manual	Provide a compliance dashboard to indicate compliance analysis progress on Issuers/plans and the results of the compliance analysis through the compliance process	Deleted
PM-114	Plan Management	Monitor Issuer/Plan Compliance	TBD	Provide a Performance indicator dashboard to aggregate performance data and display summary performance information by Issuer/Plan	Deleted
PM-115	Plan Management	Monitor Issuer/Plan Compliance	Not for October 2013	Calculate a quality rating for each plan according to a methodology determined by the Exchange.	Deferred
PM-116	Plan Management	Monitor Issuer/Plan Compliance	OneGate	Retain historical plan quality ratings	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-117	Plan Management	Monitor Issuer/Plan Compliance	OneGate	Display the most current quality rating for each plan on the consumer website.	Deferred
PM-118	Plan Management	Monitor Issuer/Plan Compliance	Manual	Produce electronic or paper notices for Issuers indicating the results of the compliance and quality reviews, i.e. the compliance and quality rating determination	Deleted
PM-119	Plan Management	Maintain Operational Data	TBD	The system must accept electronic Issuer complaint data in a secure manner, from the Insurance Division on a monthly basis.	Deferred
PM-139	Plan Management	Maintain Operational Data	TBD	Allow Issuers to submit new/changed marketing and Enrollee communication materials	Validated
PM-140	Plan Management	Maintain Operational Data	TBD	Receive electronic files of marketing materials from Issuers	Validated
PM-141	Plan Management	Maintain Operational Data	TBD	Allow users to be able to classify marketing materials from Issuers	Validated
PM-142	Plan Management	Maintain Operational Data	OneGate	Store and track electronic files of marketing materials from Issuers	Validated
PM-143	Plan Management	Maintain Operational Data	OneGate	Allow Plan Management staff to view electronic files of marketing materials	Validated
PM-144	Plan Management	Maintain Operational Data	TBD	Track review and approval activities related to review of marketing materials	Validated
PM-145	Plan Management	Maintain Operational Data	OneGate	Allow Marketing materials to be linked to appropriate plan/issuer records in the system.	Validated
PM-146	Plan Management	Maintain Operational Data	OneGate	Provide capability to categorize marketing materials according to a schema defined by the Exchange	Validated
PM-147	Plan Management	Maintain Operational Data	OneGate	Provide the ability to store links to websites that are references to marketing materials. The links must be able to be associated to appropriate Issuers/Plans.	Validated

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-148	Plan Management	Maintain Operational Data	TBD	Track marketing material revision requests and the revision process, including tracking data about revision requests such as - Issuer Identifier - Plan Identifier - Marketing Material content - Material review process/tracking information - Revision number	Deferred
PM-149	Plan Management	Maintain Operational Data	TBD	Provide version control document management capabilities for submitted marketing materials in order to manage document submissions and revisions	Validated
PM-150	Plan Management	Maintain Operational Data	TBD	Allow marketing material reviewers to create and send notifications to Issuers about requested revisions	Validated
PM-151	Plan Management	Maintain Operational Data	TBD	Record approval information about marketing materials, including: -Approver -Approve Date -Status	Validated
PM-152	Plan Management	Maintain Operational Data	TBD	Upon approval of marketing materials, generate notification to Issuer regarding approval	Validated
PM-153	Plan Management	Maintain Operational Data	TBD	Upon approval of marketing materials, provide update to Issuer's QHP Account Information	Validated
PM-154	Plan Management	Maintain Operational Data	SERFF	Provide the ability for Issuers to submit Provider Network Information	Validated
PM-155	Plan Management	Maintain Operational Data	OneGate	Provide ability for Exchange staff to view Provider information, update as needed and add additional data not provided electronically.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-156	Plan Management	Maintain Operational Data	TBD	Accept electronic Provider network information by Issuer from the Insurance Division on a monthly basis. Provider data can include: - Issuer data - Provider data - Provider Contract data - Provider Business data	Duplicate
PM-161	Plan Management	Maintain Operational Data	TBD	Provide the ability for historical Provider data to be saved to provide accurate historical representation of the Provider network at a given point in time	Deleted
PM-162	Plan Management	Maintain Operational Data	Manual	Provide notices to be sent to plan consumers, Navigators and brokers if a Provider Network change requires consumer notification, according to rules defined by the Exchange.	Deferred
PM-163	Plan Management	Maintain Operational Data	Manual	Provide ability for Insurance Issuer staff to view Provider information, update as needed and add additional data. It is anticipated that Issuers will have access to less Plan data fields that Exchange staff. Data may include: - Plan Contact Information - Call Center Information - Addresses - Website Addresses - Management/Key Personnel/Ownership Changes - Plan Name Changes - Banking Information	Deferred
PM-164	Plan Management	Maintain Operational Data	Manual	Notify authorized Exchange users when an Issuer has updated any Issuer, plan and provider data	Deleted
PM-165	Plan Management	Maintain Operational Data	OneGate	Provide the ability for authorized Exchange user to view changes made by a Issuer to Issuer, Plan and Provider data	Deleted
PM-166	Plan Management	Maintain Operational Data	OneGate	Provide ability for an authorized Exchange user to authorize changes made by a Issuer to be posted to the exchange.	Deleted
PM-167	Plan Management	Maintain Operational Data	TBD	Store and track historical Issuer administrative data	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-168	Plan Management	Maintain Operational Data	TBD	Provide ability for Issuers to electronically submit transparency and quality data such as: - Issuer Identifier - Transparency/quality Information: - Payment policies and practices - Financial disclosures - Enrollment/disenrollment data - Claims denials - Rating practices - Quality rating data	Deferred
PM-169	Plan Management	Maintain Operational Data	TBD	Provide the ability to receive electronic documents of transparency or quality information from Issuers	Deferred
PM-171	Plan Management	Maintain Operational Data	TBD	The system must be able to track the review steps and progress of transparency and quality data analysis including: - When information was received - Analytical steps - Process status	Deferred
PM-172	Plan Management	Process Change in Plan Enrollment Availability	Manual	Issuers must be able to electronically communicate a plan enrollment change to the Exchange system. Data required will include: - Enrollment availability status - Rates - Effective dates - Status indicating if new dependent enrollee's are still allowed	Deleted
PM-173	Plan Management	Process Change in Plan Enrollment Availability	Manual	The Insurance Division must be able to electronically communicate a plan enrollment change to the Exchange system. Data required will include: - Enrollment availability status - Change justification - Effective dates - Status indicating if new dependent enrollee's are still allowed	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition

PM-174	Plan Management	Process Change in Plan Enrollment Availability	TBD	Provide the ability to record the request for change in product availability including:
				- Issuer Identifier
				- Plan Identifier
				- Plan Changes Effective Date
				- Changed Plan Information:
				    - Enrollment close status
				    - Enrollment open status
				- Justification information
				- Requestor information
				- Status of change request
					Validated

PM-176	Plan Management	Process Change in Plan Enrollment Availability	TBD	Provide the Exchange Plan Account Manager with the ability to review enrollment change request data and electronically approve or disapprove the enrollment notification or request.	Validated
PM-177	Plan Management	Process Change in Plan Enrollment Availability	Manual	Upon approval of the enrollment change request, generate an electronic notification to the Insurance Division indicating the plan enrollment status	Deleted
PM-180	Plan Management	Process Change in Plan Enrollment Availability	SERFF	Upon approval of the enrollment change request, send an update transaction to the appropriate CMS system for plan management and fiscal management functions indicating the plan enrollment status change and other information required by CMS	Validated
PM-182	Plan Management	Process Change in Plan Enrollment Availability	TBD	Allow authorized Navigators/Brokers to manage subscriptions to appropriate Exchange notification functions and features	Validated
PM-183	Plan Management	Issuer Account Mgt	OneGate	The system must allow issuers to create and manage user accounts.	Deleted
PM-184	Plan Management	Issuer Account Mgt	OneGate	Certified issuers shall have the ability to list their QHPs in the Exchange catalog and present information on them.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-185	Plan Management	Issuer Account Mgt	OneGate	Certified issuers shall have the ability to access the Exchange catalog and make updates to the products offered following formal approval of those updates by the State.	Deleted
PM-186	Plan Management	Issuer Account Mgt	OneGate	Provide the ability for issuer and product information to be "published" to the public exchange view when approval is finalized.	Validated
PM-187	Plan Management	Issuer Account Mgt	OneGate	Provide the ability for issuer and product information to be easily removed from the public exchange view if approval status changes	Validated
PM-188	Plan Management	Issuer Account Mgt	SERFF	The system shall periodically submit data to the appropriate CMS system for plan management and fiscal management functions, as required by federal regulation.	Validated
PM-189	Plan Management	Review Rate Increase Justifications	SERFF	Provide ability for Issuers to electronically submit rate and benefit data, and a justification for rate increase. Rate Data may include: - Rate Changes Effective Date - Benefit Data - Discretionary Benefits - Services/Service Categories - Related co-payments/deductibles - Justification for Rate Increase - Changes in Cost - Utilization Changes	Deleted
PM-190	Plan Management	Review Rate Increase Justifications	SERFF	Allow quarterly new enrollee 'trend up' rates to be submitted and stored, including the trend up dates in which the rates would become active.	Deleted
PM-191	Plan Management	Review Rate Increase Justifications	SERFF	Provide the ability to turn a trend up rate on or off, i.e. allow an Issuer to submit a trend up rate but choose not to use it later.	Deleted
PM-192	Plan Management	Review Rate Increase Justifications	SERFF	Screen submitted rate and benefit data and provide formatting error information back to the Issuer if data format is not correct	Deleted
PM-193	Plan Management	Review Rate Increase Justifications	SERFF	Provide submitted rate and benefit data to the Insurance Division system and CMS electronically	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-194	Plan Management	Review Rate Increase Justifications	SERFF	Provide the ability for authorized users to view and utilize proposed rate and benefit data during the analysis of rate justifications.	Deleted
PM-195	Plan Management	Review Rate Increase Justifications	SERFF	Provide the ability for users to track the steps/progress of rate justification analysis, including steps completed / not completed and dates	Deleted
PM-196	Plan Management	Review Rate Increase Justifications	SERFF	Allow users to track communications with Issuers and Insurance Division to support the analysis/negotiations process	Deleted
PM-197	Plan Management	Review Rate Increase Justifications	SERFF	Provide comparisons between current and proposed rates and plan benefits	Deleted
PM-198	Plan Management	Review Rate Increase Justifications	SERFF	Provide the ability to receive/store/track multiple rate change justifications if multiple are submitted during the negotiation process or after a rate change denial.	Deleted
PM-199	Plan Management	Review Rate Increase Justifications	Manual	If a rate increase is denied, generate a denial notice to the issuer both electronically, and as a formal notice that can be mailed.	Deleted
PM-200	Plan Management	Review Rate Increase Justifications	SERFF	Upon approval of rate increase, generate an approval notice to the issuer both electronically, and as a formal notice that can be mailed.	Deleted
PM-201	Plan Management	Review Rate Increase Justifications	Manual	Upon rate increase approval, update certification agreement data and relevant rate and benefit data, effective dates.	Validated
PM-202	Plan Management	Review Rate Increase Justifications	TBD	Upon rate approval, send updated plan/rate/benefit data to the appropriate CMS system for plan management and fiscal management functions for determination of silver plans.	Deferred
PM-203	Plan Management	Review Rate Increase Justifications	TBD	Provide the ability to receive and process second lowest cost silver plan ratings from the appropriate CMS system for plan management and fiscal management functions. - Issuer Identifier - Plan Identifier - Rate Data - Rating Factors	Validated

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-204	Plan Management	Review Rate Increase Justifications	OneGate	Allow the authorized user to publish finalized rates and benefits data to the public facing Exchange.	Validated
PM-205	Plan Management	Revise Rate and Benefit Data	SERFF	Track communications with Issuers and the Insurance Division to support the rate review analysis/negotiation process	Deleted
PM-206	Plan Management	Revise Rate and Benefit Data	Manual	Track if a rate increase denial is being appealed by an Issuer (upon notification by the Issuer).	Deleted
PM-207	Plan Management	Revise Rate and Benefit Data	SERFF	Provide ability for Issuers to re-submit rate and/or benefit information based on Request	Deleted
PM-208	Plan Management	Revise Rate and Benefit Data	SERFF	Perform data validation checks on revised rate and/or benefit data and notify Issuer if additional corrections are required	Deleted
PM-209	Plan Management	Revise Rate and Benefit Data	Manual	Provide a notification to Issuer to submit final Attestation	Deleted
PM-210	Plan Management	Revise Rate and Benefit Data	Manual	Provide Issuers with ability to submit final Attestation	Deleted
PM-211	Plan Management	Revise Rate and Benefit Data	Manual	Capture, store and track Issuer's final Attestation	Deleted
PM-212	Plan Management	Revise Rate and Benefit Data	SERFF	Determine if Issuer provided rate and/or benefit data and information revisions within the designated time-frame	Deleted
PM-213	Plan Management	Revise Rate and Benefit Data	SERFF	Provide electronic and hard-copy notification to Issuer of QHP rate/benefit data and information revision acceptance	Deleted
AD-000	Program Integrity	Retroactive Eligibility Reconciliation	OneGate	Provide the ability to process retroactive eligibility changes including the reconciliation of insurance coverage payments.	Validated
EL-001	Eligibility and Enrollment	General	OneGate/Oracle Identity Manager	Provide role-based access control to allow users to perform certain operations assigned to specific roles (e.g., Exchange Staff, Individuals, Brokers, and Navigators).	Validated

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-002	Eligibility and Enrollment	Pre-Screening/ Screening	OneGate	Interface with the AHS/DCF Eligibility System to provide Individuals and authorized representatives with the option to complete pre-screening for eligibility for State health plans through a real-time interface with the AHS/DCF Eligibility System with the option for anonymous screening.	Validated
EL-004	Eligibility and Enrollment	Pre-Screening	OneGate	The Exchange will provide expert-level pre-screening function to Navigators, Brokers, and Exchange Staff	Validated
EL-005	Eligibility and Enrollment	Pre-Screening/ Screening	OneGate	Indicate whether an applicant is already enrolled in a publicly subsidized health coverage program.	Validated
EL-006	Eligibility and Enrollment	Pre-Screening/ Screening	OneGate	Present a more detailed level of screening questions to be addressed at the option of the Individual.	Validated
EL-007	Eligibility and Enrollment	State Subsidy	OneGate	Interface with the AHS/DCF Eligibility System to display eligibility information for VT subsidized public and commercial health plans available through the Exchange.	Validated
EL-008	Eligibility and Enrollment	APTC/CSR	OneGate	Interface with the AHS/DCF Eligibility System to display eligibility information and supporting data for the Advance Premium Tax Credits and Cost Sharing Reductions.	Deleted
EL-009	Eligibility and Enrollment	APTC/CSR	OneGate	Interface with the Federal Exchange Eligibility Service to display eligibility information and supporting data for the Advance Premium Tax Credits and Cost Sharing Reductions.	Validated
EL-010	Eligibility and Enrollment	APTC/CSR	OneGate	Process the Advance Premium Tax Credit and Cost Sharing Reduction amount(s) provided by CMS/IRS and update the individual's account.	Validated
EL-011	Eligibility and Enrollment	APTC/CSR	OneGate	Provide Individuals with the option to accept a lower Advance Premium Tax Credit.	Met
EL-012	Eligibility and Enrollment	APTC/CSR	OneGate	Allow Exchange Staff, Individuals, Brokers, and Navigators to view alerts regarding the need to recalculate the tax credit when needed.	Validated
EL-013	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the capability for an Individual to identify the source of information used to determine eligibility.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-014	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide individuals with the ability to acknowledge an eligibility determination.	Met
EL-015	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Allow Exchange Staff to submit case information for eligibility determination outside of the standard workflow.	Validated
EL-016	Eligibility and Enrollment	Individual Exemption from Responsibility	OneGate	Send real-time, automated notifications and written notices to Individuals of CMS determinations of exemption status, and update individual accounts accordingly.	Validated
EL-017	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the ability to generate online and written notification of the result of an Individual's eligibility determination, including the basis for denial if denied coverage.	Validated
EL-019	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Send notifications to the Individuals, alerting them to submit required eligibility or verification information.	Validated
EL-020	Eligibility and Enrollment	Individual Application & Submit Update	CGI	Send notifications to the Individuals who have not completed their applications informing them of the expiration date.	Validated
EL-021	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Send notifications to the Individuals, Exchange Staff, Brokers, and Navigators of changes to Individuals' applications.	Validated
EL-022	Eligibility and Enrollment	Individual Application & Submit Update	CGI	Send notifications to the Individuals regarding the enrollment process and the status of their application.	Met
EL-023	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Determine if users requesting new access already have system access, assist known Individuals in recovering login information, and assist new Individuals in setting up access	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-024	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide for the management of the Individual's application intake process, including viewing, updating and displaying the Individual's and household's eligibility history to authorized users.	Validated
EL-025	Eligibility and Enrollment	Individual Application & Submit Update	Oracle MDM (Customer Hub)	Use a single Exchange-specified client identifier for all solution functions and interfaces, and provide cross-referencing to other system identifiers where required.	Validated
EL-026	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide a consolidated online application for all programs offered through the Exchange, including but not limited to Medicaid, other VT public health and human service programs, and commercial health insurance subsidies.	Met
EL-027	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Intake applicant information, including attachments, required to determine eligibility for publically subsidized health coverage programs offered through the Exchange.	Validated
EL-028	Eligibility and Enrollment	Individual Application & Submit Update		Route applicant data, and related attachments, to the AHS/DCF Eligibility System to determine real-time eligibility for publically subsidized programs and commercial health coverage programs offered through the Exchange.	Validated
EL-029	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Route applicant data, and related attachments, to the Federal Exchange Eligibility Service to determine real-time eligibility for publically subsidized programs and commercial health coverage programs offered through the Exchange.	Met
EL-030	Eligibility and Enrollment	Individual Application & Submit Update	N/A	Route eligibility related attachments from users to Medicaid/CHIP to support eligibility processing and determination.	Validated
EL-031	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the capability to identify Navigators and Brokers if they are completing applications on behalf of an Individual.	Validated
EL-032	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the capability for the Individual to attest that any information provided by a Navigator or Brokers is accurate.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-033	Eligibility and Enrollment	Pre-Screening/ Screening	OneGate	Interface with the AHS/DCF Eligibility System to provide Individuals and authorized representatives with the option to complete pre-screening for eligibility for Federal health plans through a real-time interface with the Federal Exchange Eligibility Service with the option for anonymous screening.	Deleted
EL-034	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Display an Individual's eligibility and subsidies under all tiers of QHP benefits through an interface with the AHS/DCF Eligibility System.	Validated
EL-035	Eligibility and Enrollment	Individual Exemption from Responsibility	OneGate	Provide the capability for an Individual to indicate various types of potential exemptions through the single, integrated application process.	Validated
EL-036	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Process documents received in the mail, via facsimile, web portal, and/or email.	Validated
EL-037	Eligibility and Enrollment	Native Americans	OneGate	Allow qualified Native Americans to switch plans on a monthly basis.	Validated
EL-038	Eligibility and Enrollment	Native Americans	N/A	Provide the capability to eliminate all cost-sharing for Native Americans enrolled in any QHP through the Exchange whose household income is less that 300 percent FPL.	Validated
EL-039	Eligibility and Enrollment	Native Americans	OneGate	Allow for the indication / determination of an applicant's membership in a Native American tribe, as defined by the ACA as well as Medicaid.	Met
EL-040	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the capability to adjust the calculation of MAGI with allowed exclusions for qualified Native Americans per the ACA regulations.	Validated
EL-041	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Distribute and collect, through a range of mediums, individual, employer, and employee enrollment forms.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-042	Eligibility and Enrollment	Individual Application & Submit Update	N/A	Provide an indicator for individuals determined eligible for Medicaid and CHIP who access coverage through the Exchange	Met
EL-043	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Ask knowledge-based ID questions based on data gathered from external data sources to facilitate authentication of identity.	Validated
EL-044	Eligibility and Enrollment	Individual Eligibility Determination-Verification	Oracle Identity Management	The solution may request proof of identity from Individuals, Brokers, and Navigators (driver's license, passport) if a higher level of trust is required.	Validated
EL-045	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Validate Individual application information for completeness of data and prompt the Individual for additional information, if applicable.	Met
EL-046	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the capability to gather and display Individual and household eligibility data from external sources.	Validated
EL-047	Eligibility and Enrollment	Individual Application & Submit Update	Locate	Validate mailing addresses provided in applications (using an external Postal Address validation service).	Deferred
EL-048	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Allow for a manual verification process when the federal hub verification service is not available through the business rules engine.	Duplicate
EL-049	Eligibility and Enrollment	Individual Eligibility Determination-Verification	Siebel Public Sector CRM	Support a dispute process.	Validated
EL-050	Eligibility and Enrollment	Individual Eligib	OneGate	Provide capability to manually update incarceration status based documentation provided by the Individual (e.g. release papers).	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-051	Eligibility and Enrollment	Participation in the Exchange	OneGate	Produce an immediate on-screen notification of a positive incarceration data match, and allow the Individual of ability to provide alternate documentation or an attestation of incarceration status.	Validated
EL-052	Eligibility and Enrollment	Participation in the Exchange	~~OneGate~~	Update individual accounts with the verification results as appropriate.	Met
EL-053	Eligibility and Enrollment	Income Verification	OneGate	Provide the capability for an Individual to confirm income data from external sources.	Met
EL-054	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the ability to verify information needed to evaluate eligibility for VT subsidized health plans.	Validated
EL-055	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the ability for Individuals to submit images of documents required for eligibility verification.	Met
EL-056	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Generate online or written requests to Individuals for additional documentation of annual / monthly income, allow electronic submission of documents, link to accounts, and track follow up activities.	Validated
EL-057	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Allow Exchange Staff, Brokers, and Navigators to view, save, and print Individual verification documents that have been up-loaded to a case.	Met
EL-058	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the capability to allow designated users to confirm, notate and mark active/non-active status of verification documents and verification results.	Met
EL-059	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Allow Exchange Staff, Individuals, Brokers, and Navigators to provide alternative verification through multiple methods.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-060	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the ability to allow Individuals to view, confirm, dispute and submit corrections to verification results.	Met
EL-061	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Support checks for Medicaid eligibility that can not be serviced real-time. Responses should be accepted later, and user shall be permitted to negotiate enrollment in a QHP while waiting for a response.	Validated
EL-062	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the capability to accept notifications from Medicaid/CHIP regarding loss of coverage, and should evaluate those individuals for QHP subsidized coverage.	Validated
EL-063	Eligibility and Enrollment	Participation in the Exchange	OneGate	Provide individuals the ability to have a reasonable opportunity (90-day period under PPACA) to address inconsistencies reported by external entities (i.e. income, citizenship, etc.)	Validated
EL-064	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Provide the capability for an Individual to indicate or attest to affiliation with recognized Native American tribe during the application process, request verification and update the individual account with verified information.	Validated
EL-065	Eligibility and Enrollment	Change Management	N/A	Provide the ability to update information related to other components of eligibility not described above, including access to minimum essential coverage.	Validated
EL-066	Eligibility and Enrollment	Change Management	OneGate	Reassess and determine eligibility based on the new circumstances. For every data field, the system must be configurable to force an eligibility determination/re-determination based on revised data input.	Met
EL-067	Eligibility and Enrollment	Change Management	OneGate	Provide consumers the ability to view the new determination of eligibility after the change in circumstances.	Met
EL-068	Eligibility and Enrollment	Change Management	OneGate	Provide users the ability to choose new health plans after the re-determination process based on the new circumstances.	Met
EL-069	Eligibility and Enrollment	Case Inquiry	OneGate	Allow Exchange Staff, customers, call center staff and Navigators to search for a customer's household information and composition.	Met
EL-070	Eligibility and Enrollment	Case Inquiry	OneGate	Allow Exchange Staff, customers, call center staff and Navigators to view a customer's household information and composition.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-071	Eligibility and Enrollment	Case Inquiry	OneGate	Allow Exchange Staff, customers, call center staff and Navigators to add, update, modify and delete household composition information.	Validated
EL-072	Eligibility and Enrollment	Identity Management	Oracle MDM (Customer Hub)	Provide automatic checks for duplicate household members within other cases in the system.	Validated
EL-073	Eligibility and Enrollment	Identity Management	OneGate	Allow Exchange Staff, call center staff and Navigators to merge or associate different household members together.	Validated
EL-074	Eligibility and Enrollment	Identity Management	OneGate	Provide the ability to split family relationships and to assign certain field information to the appropriate people.	Validated
EL-33	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Allow continuance of the application process for Individuals without an SSN (e.g. newborns and undocumented Individuals).	Met
ELM-001	Eligibility and Enrollment	Pre-Screening	OneGate	Provide the option for anonymous completion of MAGI eligibility related questions	Validated
ELM-002	Eligibility and Enrollment	Pre-Screening	OneGate	The following MAGI related data items should be requested in the pre-screening: financial, residency, person specific (age, gender, pregnant, disability, tribal affiliation) relationships to other household members	Validated
ELM-003	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide a more detailed / specific application to be completed for MAGI MAGI QHP eligibility (incl. APTC, CSR).	Deleted
ELM-004	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	As part of the application process, collect State residence information in accordance with the Federal and State regulations and necessary to establish MAGI QHP eligibility (incl. APTC, CSR).	Validated
ELM-005	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	As part of the application process, collect citizenship / immigration status information as necessary to establish MAGI QHP eligibility (incl. APTC, CSR).	Met
ELM-006	Eligibility and Enrollment	Income Verification	OneGate	As part of the application process, collect household and income information to determine if the household is under 100% FPL.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-007	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	As part of the application process, support collecting additional household information and income information as necessary to establish MAGI QHP eligibility (incl. APTC, CSR).	Met
ELM-008	Eligibility and Enrollment	Change Management	OneGate	Store changed information along with the date the information was changed.	Validated
ELM-009	Eligibility and Enrollment	Change Management	OneGate	Support prompting users / consumers to renew their application on an annual basis.	Validated
ELM-010	Eligibility and Enrollment	General	OneGate	Allow business users, as determined by the State, to easily read / modify the eligibility determination rules with minimal IT support.	Validated
ELM-011	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide a method to identify persons who are eligible for services.	Met
ELM-012	Eligibility and Enrollment	Program Policy	CGI Solution	Be scalable and flexible enough to accommodate and adapt to changes required by State and/or Federal statute, regulation, mandate, decision, or policy.	Validated
ELM-013	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Allow individuals in a household to be eligible under different categories and receive different benefits related to MAGI QHP/APTC/CSR based upon individual information.	Met
ELM-014	Eligibility and Enrollment	Application Process	OneGate	Provide an [anonymous] screening tool that is compatible with the HBE and allows an applicant to answer an initial basic set of questions to quickly identify potential eligibility for MAGI QHP (incl. APTC, CSR).	Validated
ELM-015	Eligibility and Enrollment	Application Process	OneGate	Provide customized local office information, through public-facing front-end (i.e. physical location of nearest local office and name, email and phone number).	Validated
ELM-016	Eligibility and Enrollment	Application Process	OneGate	Provide interactive questions that can lead to appropriate next questions, to include identification of an ABD-applicant, in need for a supplemental form(s), based on responses and other existing data necessary to establish MAGI QHP eligibility (incl. APTC, CSR). .	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-017	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide a mechanism to define required and optional fields, including default data values as applicable, based on the MAGI QHP eligibility (incl. APTC, CSR). program rules.	Met
ELM-018	Eligibility and Enrollment	Application Process	OneGate	Identify and display verifications required for the applicant based on program rules.	Validated
ELM-019	Eligibility and Enrollment	Application Process	OneGate	Produce a customized listing of verification documents for an eligibility criteria required to complete eligibility determination.	Met
ELM-021	Eligibility and Enrollment	Application Process	OneGate	Present the applicant with a summary view of the information entered prior to submission.	Met
ELM-022	Eligibility and Enrollment	Application Process	OneGate	Allow applicants to print /save a copy of electronic copy for their records.	Validated
ELM-023	Eligibility and Enrollment	Application Process	OneGate	Allow an applicant or applicant's authorized representative to review the current application before and after formal submission.	Validated
ELM-024	Eligibility and Enrollment	Application Process	OneGate	Allow an applicant or applicant's representative to amend an application as long as a determination has not been made.	Validated
ELM-025	Eligibility and Enrollment	Application Process	OneGate	Allow the applicant or applicant's authorized representative to save and amend the application or renewal for up to 30 days in order to gather additional information prior to submittal.	Validated
ELM-026	Eligibility and Enrollment	Application Process	OneGate	Allow and record an applicant's request to withdraw an application.	Deferred
ELM-027	Eligibility and Enrollment	Application Process	CGI	Collect and manage information about beneficiary population from diverse sources.	Validated
ELM-028	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide an automated or guided application process to enable the applicant/worker to easily enter required information.	Met
ELM-029	Eligibility and Enrollment	Application Process	OneGate	Provide system-generated date and time stamp for receipt of electronic applications to be used in monitoring standards of promptness by program.	Validated
ELM-030	Eligibility and Enrollment	Application Process	CGI	Provide system-generated date and time stamp for registration of paper applications.	Validated
ELM-031	Eligibility and Enrollment	Application Process	OneGate	Provide a mechanism to begin benefits on a date different than the application date and system-generated date.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-032	Eligibility and Enrollment	Application Process	OneGate	Capture and display date that a disposition was made on an application/renewal.	Validated
ELM-033	Eligibility and Enrollment	Application Process	OneGate	Provide the capability for an applicant to indicate various types of potential exemptions through the single, integrated application process.	Duplicate
ELM-034	Eligibility and Enrollment	Application Process	OneGate	Route applications to the appropriate staff, based on business rules.	Validated
ELM-035	Eligibility and Enrollment	Application Process		Display to the applicant discrepant information between the new application and information stored in the existing household.	Validated
ELM-036	Eligibility and Enrollment	Application Process	OneGate	Allow for a manual verification process when the Federal or State hub verification service is not available.	Validated
ELM-037	Eligibility and Enrollment	Application Process	OneGate	Provide a mechanism to indicate which verification documents have already been provided.	Met
ELM-038	Eligibility and Enrollment	Application Process	CGI	Provide applicants the ability to submit alternative verification via multiple avenues (e.g., email, mail, phone, fax, walk- in).	Validated
ELM-039	Eligibility and Enrollment	Application Process	OneGate	Provide a mechanism to manually extend verification timeframes.	Validated
ELM-040	Eligibility and Enrollment	Application Process	OneGate	Provide a mechanism to track required verification timeframes.	Validated
ELM-041	Eligibility and Enrollment	Application Process	OneGate	Provide a mechanism to generate a list of received and pending verifications including eligibility worker entered comments.	Met
ELM-042	Eligibility and Enrollment	Application Process	OneGate	Provide the ability to allow applicants to view, confirm, dispute and submit corrections to verification results.	Validated
ELM-043	Eligibility and Enrollment	Application Process	OneGate	Provide applicants the ability to address inconsistencies reported by external entities (i.e. income, citizenship, etc.) within a timeframe defined by the State.	Validated
ELM-044	Eligibility and Enrollment	Application Process	OneGate	Update the applicant's record with the verification results as appropriate.	Met
ELM-045	Eligibility and Enrollment	Application Process	OneGate	Assure consistency in eligibility determination processing when applicants attempt to access services through different entry points.	Met
ELM-046	Eligibility and Enrollment	Application Process	OneGate	Provide the capability to determine and correct eligibility for current and prior months.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-047	Eligibility and Enrollment	Application Process	OneGate	Display the eligibility results in a manner that is comprehensive and easy to understand.	Met
ELM-048	Eligibility and Enrollment	Household Maintenance	OneGate	Provide the capability to create and maintain an electronic household file of all applicants and families requesting MAGI QHP/APTC/CSR from the time that they first make an entry to the system.	Met
ELM-049	Eligibility and Enrollment	Household Maintenance	tbd	Auto-populate known data within the system between modules and functions within the life of the household.	Validated
ELM-050	Eligibility and Enrollment	Household Maintenance	tbd	Provide a mechanism to edit and store certain automatically populated data as defined by the State.	Validated
ELM-051	Eligibility and Enrollment	Household Maintenance	OneGate	Allow authorized users to search online household files using key fields such as name, SSN, ID, date of birth, etc.	Met
ELM-052	Eligibility and Enrollment	Household Maintenance	OneGate	Provide a mechanism for authorized users to access beneficiary/household summary from any screen.	Validated
ELM-053	Eligibility and Enrollment	Household Maintenance	OneGate	Provide the functionality to reinstate service coverage until the Administrative Appeals decision is rendered.	Validated
ELM-054	Eligibility and Enrollment	Household Maintenance	OneGate	Provide the capability at an individual level to be able to rework a prior involvement that is closed even if an open involvement exists.	Validated
ELM-055	Eligibility and Enrollment	Household Maintenance	OneGate	Provide a mechanism to indicate relationships between all members of a household.	Met
ELM-057	Eligibility and Enrollment	Household Maintenance	CGI	Provide the capability to perform mass terminations due to changes in status as well as program changes.	Validated
ELM-058	Eligibility and Enrollment	Household Maintenance	OneGate	Provide a mechanism to indicate that a beneficiary/household is under review.	Validated
ELM-059	Eligibility and Enrollment	Household Maintenance	OneGate	Provide a mechanism to alert management that pending applications have exceeded specified time limits.	Validated
ELM-060	Eligibility and Enrollment	Household Maintenance	OneGate	Automatically create an alert of approaching deadlines.	Validated
ELM-061	Eligibility and Enrollment	Household Maintenance	OneGate	Allow applicant/beneficiaries to self-report changes in their personal information online, described by the State when changes are made.	Met
ELM-062	Eligibility and Enrollment	Household Maintenance	OneGate	Provide the capability to view the new determination of eligibility after the change in information.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-063	Eligibility and Enrollment	Household Maintenance	OneGate	Automatically close beneficiaries/households/categories based on applicable eligibility rules resulting from changes in information and track closure reasons.	Validated
ELM-064	Eligibility and Enrollment	Household Maintenance	OneGate	Provide functionality to manually close beneficiaries/households/categories based on applicable eligibility rules resulting from changes in information and track closure reasons.	Validated
ELM-065	Eligibility and Enrollment	Household Maintenance	Audit Logging	Provide the capability to track and record any changes to an individual's information.	Validated
ELM-066	Eligibility and Enrollment	Household Maintenance	Audit Logging	Allow authorized users to update, add persons, and relationships to an existing household and maintain a history thereof.	Met
ELM-067	Eligibility and Enrollment	Household Maintenance	OneGate	Change the status of any individual in a household without terminating eligible household members.	Validated
ELM-068	Eligibility and Enrollment	Household Maintenance	OneGate	Provide web-based functionality to allow the applicant to renew eligibility online.	Validated
ELM-069	Eligibility and Enrollment	Household Maintenance	CGI	Allow for renewals that do not occur online.	Validated
ELM-070	Eligibility and Enrollment	Household Maintenance	OneGate	Track when a renewal is due.	Validated
ELM-071	Eligibility and Enrollment	Household Maintenance	OneGate + CGI noticing	Have the ability to track which renewals have been sent and which have been returned.	Validated
ELM-072	Eligibility and Enrollment	Household Maintenance	OneGate + CGI noticing	Have the ability to automatically send renewal notices to beneficiaries	Validated
ELM-073	Eligibility and Enrollment	Household Maintenance	OneGate + CGI noticing	Have the ability to pre-populate renewal forms with beneficiary information that is currently on file and allow the beneficiary to change or add information.	Validated
ELM-074	Eligibility and Enrollment	Household Maintenance	OneGate	Renew eligibility based on Federal and State statutes and regulations as necessary to establish MAGI QHP eligibility (incl. APTC, CSR). .	Validated
ELM-075	Eligibility and Enrollment	Household Maintenance	OneGate	Recalculate and redetermine eligibility when a change in circumstance occurs (e.g., household composition changes, child turning 19).	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-076	Eligibility and Enrollment	Household Maintenance	OneGate	Track and allow beneficiaries who did not return the pre-populated renewal form or the required documentation and are terminated on that basis a reconsideration period, as defined by the State, when the State would reconsider eligibility without a new application and renew eligibility if necessary information is provided.	Validated
ELM-077	Eligibility and Enrollment	Household Maintenance	OneGate	Provide the capability to automate the renewal process if all information remains the same or if verified information remains within applicable limits.	Validated
ELM-078	Eligibility and Enrollment	Household Maintenance	OneGate	Assure renewal forms meet the same accessibility standards as application.	Validated
ELM-079	Eligibility and Enrollment	Household Maintenance	CGI	Provide the functionality to routinely (e.g., daily, weekly, or monthly as determined by the State) match available data in the State Data Hub or with other interfaces to identify recipient changes (e.g., obtain employment (via DLIR), begin receiving other TPL (via TPL vendor), deceased (via DOH vital statistics), or enter prison (via Public Safety).	Validated
ELM-080	Eligibility and Enrollment	Workflow Management	OneGate	Support both task-based and household-based operations.	Met
ELM-081	Eligibility and Enrollment	Workflow Management	OneGate	Provide the capability to save work in progress, exit the workflow, access work at a later point with all of the information still populated from the previous worker's actions so as previous work will not need to be repeated and the worker can enter the workflow where they left off.	Met
ELM-082	Eligibility and Enrollment	Workflow Management	OneGate	Track, monitor, and display work done/ in queue to supervisors.	Validated
ELM-083	Eligibility and Enrollment	Financial Assistance	OneGate	Flag any household record Change of Circumstance so that the eligibility workers can determine the derivation of the Change of Circumstance.	Met
ELM-084	Eligibility and Enrollment	Financial Assistance	OneGate	Flag household record Change of Circumstance and allow DHS to designate changes that will be automatically accepted, pended for review, maintained as notes, rejected or other action.	Validated
ELM-085	Eligibility and Enrollment	Interfaces	CGI	Alert eligibility workers or a processing queue when beneficiary information is updated through an automated interface.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
ELM-086	Eligibility and Enrollment	Interfaces	CGI/Oracle	Provide a Business Rules Engine to access two-way, real-time interfaces with existing State databases to verify application data (e.g., State wage data, incarceration data) as required.	Validated
ELM-087	Eligibility and Enrollment	Interfaces	CGI	Provide the ability to leverage the federal approach to verification from federal agencies such as the Internal Revenue Service, Department of Health and Human Services, and Department of Homeland Security to eliminate the independent establishment of those interfaces and connections at the State level.	Validated
ELM-20	Eligibility and Enrollment	Application Process	OneGate	Allow the worker/applicant to upload and attach source documents to support eligibility determination.	Met
ELM-56	Eligibility and Enrollment	Household Maintenance	OneGate	Provide a mechanism to automatically create the inverse family relationships (e.g., parent – child, child – parent, etc.).	Validated
EN-001	Eligibility and Enrollment	Plan Selection	OneGate	Prepare an enrollment questionnaire to gather individual preferences and help refine choices of plan to be displayed.	Validated
EN-002	Eligibility and Enrollment	Plan Selection	OneGate	Store enrollment questionnaire responses and display plan choices based on questionnaire / filtering criteria.	Met
EN-003	Eligibility and Enrollment	Plan Selection	OneGate	Based on issuer and plan information gathered, display plan cost and availability.	Met
EN-004	Eligibility and Enrollment	Plan Selection	OneGate	As a default, only display health plans that have been certified by the exchange, are open to additional enrollment, and are available in the individual's geographic area.	Met
EN-005	Eligibility and Enrollment	Plan Selection	OneGate	Display actual plan cost based on applicable rating factors (individuals covered, age, geography, etc.) provided by the individual during the application process.	Met
EN-006	Eligibility and Enrollment	Plan Selection	OneGate	If applicable, display an adjusted plan cost based on reduced cost sharing or tax credit advance eligibility.	Met
EN-007	Eligibility and Enrollment	Plan Selection	OneGate	Provide an individual the capability to apply the Tax Credit Advance (if eligible) to his / her monthly premium payment or decline the advance, allowing individuals the ability to alternatively claim tax credits at time of annual income tax filing.	Duplicate
EN-009	Eligibility and Enrollment	Plan Selection	OneGate	Generate on-screen notification to individuals who select at Tax Credit Advance of the possibility of tax penalties / liabilities at time of tax filing should their annual income increase.	Validated
EN-010	Eligibility and Enrollment	Plan Selection	OneGate	Provide capability to display a detailed comparison of available health plans based on individual preferences.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EN-011	Eligibility and Enrollment	Plan Selection	OneGate	Provide capability for individuals to adjust individual preferences and update display / comparison of available qualified health plans. This capability includes the ability to further refine or constrain filtering criteria to either display a greater or lesser number of plan choices.	Met
EN-012	Eligibility and Enrollment	Plan Selection	OneGate	Provide hyperlinks to Issuer/Plan sites for individuals to obtain further information from Issuers	Met
EN-013	Eligibility and Enrollment	Plan Selection	OneGate	Provide capability for an individual to select a QHP and initiate the enrollment process.	Validated
EN-014	Eligibility and Enrollment	Plan Selection	OneGate	Prevent individuals that have a current QHP selection pending from adding a new QHP or changing their pending selection.	Validated
EN-015	Eligibility and Enrollment	Plan Selection	OneGate	Once a plan is selected, direct an individual to issuer-specific specific instructions on payment remittance for monthly premiums.	Validated
EN-015	Eligibility and Enrollment	Plan Selection	OneGate	Once a plan is selected, direct an individual to issuer-specific specific instructions on payment remittance for monthly premiums.	Validated
EN-016	Eligibility and Enrollment	Plan Selection	OneGate	Update an individuals account to reflect plan selection and the effective plan-year.	Met
EN-017	Eligibility and Enrollment	Plan Selection	OneGate/CGI	After plan selection, initiate the plan enrollment process / electronic transaction to applicable issuers.	Validated
EN-018	Eligibility and Enrollment	Plan Selection	OneGate	If individuals directly enroll in health plans through the issuer, update an individual's account information based on enrollment information provided by the issuer.	Deleted
EN-019	Eligibility and Enrollment	Enrollment	OneGate	Prepare an electronic, real-time transmission of information necessary in order for the qualified health plan issuer to provide a welcome package and identification card to the individual and to implement advance premium tax credits and cost-sharing reductions, as applicable.	Validated
EN-020	Eligibility and Enrollment	Enrollment	OneGate	Record and store current plan enrollment information for all individuals registered on the Exchange.	Met
EN-021	Eligibility and Enrollment	Enrollment	OneGate/CGI	Process in real-time, the electronic confirmation / acknowledgement of receipt of enrollment transaction from issuer.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EN-022	Eligibility and Enrollment	Enrollment	Healthation	Prepare an electronic notice to CMS with a minimum dataset of information regarding an individual's enrollment in a qualified health plan through the Exchange, following the receipt of acknowledgement from the issuer.	Validated
EN-023	Eligibility and Enrollment	Enrollment	Healthation	Prepare and electronic, real-time electronic transmission to the issuer of an individual's selected qualified health plan regarding changes to the individual's information, including to his or her levels of advance premium tax credits or cost-sharing reductions, or regarding a decision by an individual to renew his or her enrollment in the qualified health plan.	Validated
EN-025	Eligibility and Enrollment	Enrollment	OneGate	Provide capability to receive electronic notifications from issuers regarding disenrollment and initiate disenrollment process	Validated
EN-025	Eligibility and Enrollment	Enrollment	OneGate	Provide capability to receive electronic notifications from issuers regarding disenrollment and initiate disenrollment process	Validated
EN-026	Eligibility and Enrollment	Enrollment	OneGate	Provide the capability for an individual to request a voluntary disenrollment from a QHP.	Validated
EN-027	Eligibility and Enrollment	Enrollment	OneGate	If conditions for a voluntary disenrollment (e.g. issuer notifies Exchange of failure to pay QHP premiums beyond the grace period, Issuer or Exchange reports a change in eligibility, etc.), initiate the disenrollment process.	Validated
EN-028	Eligibility and Enrollment	Enrollment	OneGate	If an individual initiates a voluntary disenrollment through the Exchange and not directly with the Issuer, produce an electronic notification to the Issuer to disenroll an individual.	Validated
EN-028	Eligibility and Enrollment	Enrollment	OneGate	If an individual initiates a voluntary disenrollment through the Exchange and not directly with the Issuer, produce an electronic notification to the Issuer to disenroll an individual.	Validated
EN-029	Eligibility and Enrollment	Enrollment	OneGate	Update user accounts based on disenrollment notification from issuers or disenrollments initiated by the Exchange.	Validated
EN-030	Eligibility and Enrollment	Enrollment	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an individual's disenrollment from a qualified health plan through the Exchange.	Validated
EN-030	Eligibility and Enrollment	Enrollment	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an individual's disenrollment from a qualified health plan through the Exchange.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EN-031	Eligibility and Enrollment	Enrollment	OneGate	When a plan is decertified, initiate the health plan enrollment process for affected individuals (based on special enrollment period rules).	Validated
EN-032	Eligibility and Enrollment	Enrollment	OneGate	After an individual has been determined eligible to select a QHP, determine the next available period for open enrollment. The open enrollment period should be tracked separately from timeframes for eligibility renewals for Medicaid/CHIP/BHP/Tax Credits.	Validated
EN-033	Eligibility and Enrollment	Enrollment	OneGate	Prepare and provide communication to individuals about a mid-year plan decertification and notify need for plan selection / enrollment.	Duplicate
EN-035	Eligibility and Enrollment	Enrollment	OneGate	Prepare on-screen notification to individuals regarding eligibility for enrollment periods.	Validated
EN-036	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Periodically and on an ad hoc basis provide electronic report to issuers about individual QHP enrollment data	Validated
EN-037	Eligibility and Enrollment	Periodic Reporting	Premium Processor / One Gate	Automatically identify and process issuer discrepancies and payment information	Validated
EN-038	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Generate report of periodic issuer reconciliation to CMS	Validated
EN-039	Eligibility and Enrollment	Periodic Reporting	OneGate	Generate annual report to individual about QHP enrollment	Deferred
EN-040	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Generate annual report to IRS about QHP enrollment	Deferred
MO-023	Enrollment	Medicaid Plan Enrollment	OneGate	Allow for real time and paper enrollment into Medicaid health plans for all eligibles (i.e., federal and state medical assistance programs such as Medicaid, CHIP)	Validated
MO-025	Enrollment	Medicaid Plan Enrollment	OneGate	Provide a mechanism to determine plan assignment, defined by the DHS, if an individual fails to select a plan within the required timeframe.	Validated
MO-026	Enrollment	Medicaid Plan Enrollment	OneGate	Allow for retroactive plan enrollment based on criteria established by DHS.	Validated
MO-027	Enrollment	Medicaid Plan Enrollment	OneGate	Transmit plan selection electronically based on DHS defined criteria.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
MO-24	Medicaid Plan Enrollment	Plan Selection	OneGate	Allow Medicaid-eligible individuals to view available plans in the plan selection module with the same level of functionality offered to individuals shopping in the commercial market	Met
WP-026	Web Portal	Pre-Screening/ Screening	OneGate	Provide calculator functionality for individuals to estimate their premiums including potential premium tax credit subsidies and cost sharing reductions	Duplicate
WP-033	Web Portal	Enrollment	OneGate	Enable individual users to enroll in a plan which they have selected	Duplicate
WP-035	Web Portal	Financial Management	OneGate	Allow users to set up payment options for their selected plan(s)	Duplicate
WP-036	Web Portal	Financial Management	OneGate	Allow users to make recurring and scheduled electronic premium payments through the Exchange portal	Duplicate
SH-001	Small Business	Prepare Employer Application	OneGate	Provide field level help for each preliminary questionnaire and application data element that includes description and required data format.	Met
SH-002	Small Business	Prepare Employer Application	OneGate	Provide capability for employers to access in-depth online help during the preliminary questionnaire process; provide the tools to educate Employers on the services provided within the Exchange.	Validated
SH-003	Small Business	Prepare Employer Application	Siebel Public Sector CRM	Provide capability for employers to request further assistance through Chat Support (online assistance from a customer service representative) during the preliminary questionnaire process.	Deferred
SH-004	Small Business	Prepare Employer Application	OneGate	Provide multiple methods for an employer to build an employee roster through the application process (e.g. manual entry, file upload, etc.)	Met
SH-005	Small Business	Plan Selection/ Employer Application	OneGate	Generate a request to initiate the employer selection of qualified health plan during the application process.	Met
SH-006	Small Business	Plan Selection	OneGate	Provide the capability to calculate an estimate as to whether a premium might exceed the affordability scale for a given employee income, so that the employer may know the likelihood of receiving a tax penalty for offering unaffordable insurance.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-007	Small Business	Plan Selection	OneGate	Based on carrier and plan information gathered, display plan cost and availability based on initial questionnaire completed by the employer.	Validated
SH-008	Small Business	Plan Selection	OneGate	As a default, only display health plans that have been certified by the Exchange, are open to additional enrollment, and are available in the employer's geographic area.	Deleted
SH-009	Small Business	Plan Selection	OneGate	Display actual plan cost based on applicable rating factors (consumers covered, age, geography, etc.) provided by the employer during the application process.	Deleted
SH-010	Small Business	Plan Selection	OneGate	Provide capability to display a detailed comparison of available health plans based on employer preferences, including product categories.	Deleted
SH-011	Small Business	Plan Selection	OneGate	Provide capability to display a detailed and cost comparison of all available health plans based on information about employees and employee dependents listed in the employee roster.	Validated
SH-012	Small Business	Plan Selection	OneGate	Provide capability for employers to adjust employer preferences and update display / comparison of available qualified health plans. This capability includes the ability to further refine or constrain filtering criteria to either display a greater or lesser number of plan choices, and the ability to view all available plans based on a specified tier.	Deferred
SH-013	Small Business	Plan Selection	OneGate	Provide capability for an employer to select QHP(s), or a tier, and initiate the participation process.	Deleted
SH-014	Small Business	Plan Selection	OneGate	Provide functionality to have a small business tax calculator available to small employers.	Met
SH-015	Small Business	Plan Selection	OneGate	Once a plan, plans or a tier is selected, direct an employer to instructions on payment remittance for monthly premiums and coordinating the benefit election process with employees.	Validated
SH-016	Small Business	Plan Selection	OneGate	If applicable, display an adjusted plan final cost based on an estimated small business tax credit eligibility as determined by federal data hub interface, enumerating the costs prior to the small business tax credit, the projected savings for the employer from the small business tax credit and the final costs to the employer expected with the small business tax credit.	Met

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-017	Small Business	Plan Selection	OneGate	For informational purposes only, provide ability to generate on-screen notification to employers who select a Small Business Tax Credit of the possibility of tax penalties / liabilities at time of tax filing should their business size or income change and display language pertaining to legal implications of eligibility determination to the employer.	Validated
SH-018	Small Business	Plan Selection	OneGate	Provide an online calculator for an employer to estimate potential eligibility as well as potential tax credit under the 4 tiers of qualified health plan benefits.	Met
SH-019	Small Business	Employer/Employee Application	OneGate	Provide capability to accept paper documents for SHOP, such as employer / employee applications and verifications.	Validated
SH-020	Small Business	Employer Application	OneGate	Allow authorized assistors to complete employer applications on behalf of the employer (i.e. an administration or finance department/personnel, etc.)	Validated
SH-021	Small Business	Employer Application	OneGate	Provide a single, online employer application for Small Business	Met
SH-022	Small Business	Employer Application	OneGate	During the Application Process, prompt the Employer to enter the exact business name associated with the EIN.	Validated
SH-023	Small Business	Employer Application	OneGate	Provide the capability to differentiate / track full-time employees versus part-time/hourly employees in the employee roster.	Met
SH-024	Small Business	Employer Application	OneGate	Validate field-level information for correct data format and completeness	Met
SH-025	Small Business	Employer Application	Loqate	Conduct validation of mailing addresses provided in applications (using external Postal Address validation service)	Deferred
SH-026	Small Business	Employer Application	OneGate	For employers who do not have an EIN, allow the application process to proceed (e.g. businesses in the process of obtaining an EIN, etc.) Per the 30-day validation process, allow for the suspension of eligibility if EIN remains un-verified.	Validated
SH-027	Small Business	Employer/Employee Application	OneGate	Within the employer and employee application, the Exchange shall validate field-level information for format and completeness	Met
SH-028	Small Business	Employer Application	OneGate	Provide capability to utilize / create a single client identifier for the Exchange and use that identifier to locate the employer at the point of application / account creation / renewals, etc., as applicable.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-029	Small Business	Employer Application	OneGate	Prior to the creation of a new employer account, the Exchange shall determine if an existing user account is present based on matching criteria provided in the application (e.g. EIN, name)	Validated
SH-030	Small Business	Employer Application	OneGate	Provide capability to validate employee SSNs and TINs submitted through the employer application (employee roster).	Validated
SH-031	Small Business	Employer Application	Oracle Identity Manager	Create user name and password for each employee listed on employee roster.	Deleted
SH-032	Small Business	Employer Application	OneGate	Allow employer-authorized broker/assister to submit all or select data for Employer Application	Validated
SH-033	Small Business	Employer Application	OneGate	Capture broker/assister of record in the employer and account information	Validated
SH-034	Small Business	Employer/Employee Application	OneGate	At the point when an employer builds an initial employee roster, the SHOP Exchange will not need to establish unique individual identifiers utilizing the eligibility and enrollment database. However, when employees utilize the exchange after notification from their employers, the Exchange should check for an existing unique identifier / account. If one does not exist, the Exchange will facilitate the creation of a new unique identifier.	Validated
SH-035	Small Business	Employer/Employee Application	OneGate	During the application process, user accounts shall be created that include the following: - User unique identifier - User demographic information - Application status - Participation status - Existing program eligibility (Small Business Tax Credit (For Profit or Tax Exempt), SHOP Eligibility)	Validated
SH-036	Small Business	Employer/Employee Application	OneGate	Support the creation of a user account for both employers and employees that defines a user-defined, user name and password.	Met
SH-037	Small Business	Plan Selection	OneGate	Update an employer's account to reflect plan selection and the effective projected plan-year.	Met
SH-038	Small Business	Communicate Options to Employees	OneGate	Provide the capability for the employer to generate a packet of critical information to distribute to the employee.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-039	Small Business	Communicate Options to Employees	OneGate	Upon submittal of initial Employer Application, provide email or written notification to employees (as identified on the employee roster) to elect for or opt-out of employer sponsored coverage. Notification should also provide instructions and information to the employee about the open enrollment period and SHOP website access.	Met
SH-040	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to generate a request to the VT DOL to verify an employer's size.	Deferred
SH-041	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide the capability to initiate a manual verification process when additional verification of employer size is required. (e.g. using EIN, HBI, actual payroll, Master Business License Application, income tax documents, etc.)	Deferred
SH-042	Small Business	Verify Employer Data on Eligibility Application	OneGate	Display the result of the verification provided by Department of Labor; provide means for an employer to dispute, call into question or appeal the validity of data from authoritative sources	Validated
SH-043	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to electronically store documents submitted for verification of employer size, business address, coverage, and number of full-time employees.	Deferred
SH-044	Small Business	Verify Employer Data on Eligibility Application	OneGate	Track status of employer size verification based on the following: - Verified - Not verified - Pending Review	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-045	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to produce a mailed, written notice to the employer to provide additional verifications (notices are sent out nightly in batch); the automated written notice shall include: - Employer name - Address - Unique identifier, potentially - Employer EIN - Information requested - Due date based on date of initial application	Validated
SH-046	Small Business	Verify Employer Data on Eligibility Application	OneGate	When additional verification is required, provide on-screen notification to employer to supply additional verifications through the Exchange.	Deferred
SH-047	Small Business	Verify Employer Data on Eligibility Application	OneGate	Update user / employer account status based on updated results for employer size, business address, coverage and number of full time employees	Validated
SH-048	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to generate a request to the Information Source To Be Determined (TBD) to verify Business Address or Worksite.	Deferred
SH-049	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide the capability to initiate a manual verification process when additional verification of Business Address or Worksite is required.	Deferred
SH-050	Small Business	Verify Employer Data on Eligibility Application	OneGate	Display the result of the verification provided by Information Source TBD; provide means for an employer to dispute, call into question or appeal the validity of data from authoritative sources	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-051	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to electronically store documents submitted for Business Address or Worksite verification.	Validated
SH-052	Small Business	Verify Employer Data on Eligibility Application	OneGate	Track status of verification separately for employer size, business address, coverage and number of full time employees based on the following: - Verified - Not verified - Pending Review	Validated
SH-053	Small Business	Verify Employer Data on Eligibility Application	OneGate	Produce a mailed, written notice to the employer to provide additional verifications (notices are sent out nightly in batch); the automated written notice shall include: - Employer name - Address - Unique identifier, potentially - Employer EIN - Information requested - Due date based on date of initial application	Duplicate
SH-054	Small Business	Verify Employer Data on Eligibility Application	OneGate	When additional verification is required, provide on-screen notification to employer to supply additional verifications through the Exchange.	Validated
SH-055	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide capability to generate a request to the Information Source To Be Determined (TBD) to verify Coverage Offered to all Full Time Employed Employees, if applicable.	Validated
SH-056	Small Business	Verify Employer Data on Eligibility Application	OneGate	Provide the capability to initiate a manual verification process when additional verification of Coverage Offered to all Full Time Employed Employees is required.	Deferred

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-057	Small Business	Determine Employer Eligibility	OneGate	Provide capability to allow employer participation upon initial application, but to terminate participation if original eligibility information is in question and is not substantiated within thirty days.	Validated
SH-058	Small Business	Determine Employer Eligibility	OneGate	Generate a request to determine whether an employer meets size, location and employee coverage requirements to utilize the Small Business Exchange	Met
SH-059	Small Business	Determine Employer Eligibility	OneGate	Conduct an eligibility determination as to whether an employer meets size, location and employee coverage requirements to utilize the Small Business Exchange	Met
SH-060	Small Business	Determine Employer Eligibility	OneGate	Based on size, location and employee coverage, determine whether an employer is eligible to select and participate in a QHP through the Small Business Exchange.	Deleted
SH-061	Small Business	Determine Employer Eligibility	OneGate	Generate written and on-screen notification of the result of an employer's eligibility determination	Validated
SH-062	Small Business	Plan Selection	OneGate	Allow the Exchange to set different start dates and waiting periods for different QHPs and employers	Validated
SH-063	Small Business	Plan Selection	OneGate	Prevent employers that have current QHP selection(s) pending from adding new QHP(s) or changing their pending selection.	Met
SH-064	Small Business	Plan Selection / Employee Enrollment	OneGate	After plan selection by the employees and the employer has submitted payment, initiate the plan enrollment process / transaction to applicable carriers.	Validated
SH-065	Small Business	Employer Contribution	OneGate	Provide the capability to determine participation rates of an employer's employees. Provide the capability to share this information with issuers.	Met
SH-066	Small Business	Employer Contribution	OneGate	Once plan costs are finalized along with the Employee Census, provide onscreen and written notification to the employer, with summary and detailed cost information.	Validated
SH-067	Small Business	Employer Contribution	OneGate	Following the enrollment of an employer's employees selecting plan(s) for themselves and any dependents, the employer shall have the capability to view and confirm the costs imparted upon the employer.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-068	Small Business	Employer Contribution	OneGate	When plan costs to the employer are finalized, the Small Business Exchange shall provide the flexibility for the Employer to review and compare employer choice models.	Met
SH-069	Small Business	Employer Contribution	OneGate	Allow configuration for setting up different types of employer contributions such as percentage of the cost, a dollar value, metal levels, or other options	Met
SH-070	Small Business	Employer Contribution	OneGate	Provide decision support tools, including an online calculator that supports 'what if' scenarios	Validated
SH-071	Small Business	Employer Contribution	OneGate	Recognize future coverage, and manage the effective date based on future coverage information	Validated
SH-072	Small Business	Employer Contribution	OneGate	Allow employer contribution to be based on multiple employee choice models, including choice within a tier, choice of carrier or entire exchange, or full employee choice	Validated
SH-073	Small Business	Employer Contribution	OneGate	Allow employers to provide a contribution for employees to select a plan on the Individual Exchange	Deleted
SH-074	Small Business	Employer Contribution	OneGate	Allow employers to use wage information to compare coverage options to alternatives available to their employees in the Individual Exchange	Validated
SH-075	Small Business	Plan Selection / Employee Enrollment	OneGate	Upon acceptance of final offer from carrier to employer and collection of 1st month's premium payment, generate enrollment transaction to a carrier.	Validated
SH-076	Small Business	Employer / Employee Termination	OneGate	Provide capability to provide termination notices in multiple forms, including in email and paper form.	Validated
SH-077	Small Business	Employer / Employee Termination	OneGate	Allow SHOP Employers to identify/manage the employees within the Exchange	Validated
SH-078	Small Business	Employer Termination	OneGate	Provide capability to provide notifications (i.e. termination notice, billing notices) as imaged documents during the employer's activities and for the employer to be able to view at a later date.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-079	Small Business	Employer Termination	OneGate	Provide capability to administer COBRA/VIPER, supporting these enrollments and disenrollments.	Validated
SH-080	Small Business	Employer Termination	OneGate	Provide the capability for an employer to request a voluntary termination from QHP(s) at any time.	Validated
SH-081	Small Business	Employer / Employee Termination	OneGate	If an employer initiates a voluntary termination through the Exchange, produce an electronic notification to the employer's employees to inform them of the employer termination. The notice should contain information relating an appeals process and other protections as defined by the Exchange.	Validated
SH-082	Small Business	Employer Termination	OneGate	If an employer initiates a voluntary termination, produce an electronic notification to the Issuer to terminate the employer.	Validated
SH-083	Small Business	Employer Termination	OneGate	If conditions for a voluntary termination, initiate the employer termination process.	Validated
SH-084	Small Business	Employer Termination	OneGate	Provide the capability to image and store documents sent to the employer regarding the employer's termination.	Validated
SH-085	Small Business	Employer / Employee Termination	OneGate	Update user accounts based on termination notification from issuers or terminations initiated by the Exchange.	Validated
SH-086	Small Business	Employer Termination	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an employer's voluntary termination from a qualified health plan through the Exchange. This information may be used for small business tax credits, as well as for individual mandates, etc., as applicable.	Validated
SH-087	Small Business	Employer Termination	OneGate	Provide capability to receive electronic notifications from issuers regarding involuntary terminations and initiate termination process.	Validated
SH-088	Small Business	Employer Termination	OneGate	If an employer has an involuntary termination through the Exchange, produce an electronic notification to the employer to inform the employer of the employer termination.	Validated
SH-089	Small Business	Employer Termination	3rd Party Premium Processor	Provide capability to produce two different notifications to employees during a involuntary employer termination, regarding the potential or actual termination of an employer.	Deleted
SH-090	Small Business	Employer Termination	OneGate	If conditions for an involuntary termination are present, initiate the termination process.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-091	Small Business	Employer Termination	3rd Party Premium Processor	If an employer has an involuntary termination through the Exchange, prepare communication to the Issuer to terminate the employer.	Validated
SH-092	Small Business	Employer Termination	OneGate	Update user accounts based on termination notification from issuers or terminations initiated by the Exchange.	Validated
SH-093	Small Business	Employer Termination	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an employer's involuntary termination from a qualified health plan through the Exchange. This information may be used for small business tax credits, as well as for individual mandates, etc., as applicable.	Validated
SH-094	Small Business	Employer Termination	OneGate	Notify QHPs when an employer terminates coverage and ensure coverage is discontinued	Validated
SH-095	Small Business	Employer Termination	OneGate	Notify employees when an employer terminates coverage and ensure coverage is discontinued. Employees must be given a 30 day notice of termination.	Validated
SH-096	Small Business	Renewal	OneGate	Provide capability for employers to submit changes to key eligibility factors for the purpose of annual eligibility / participation renewal. Supported methods of reporting changes include written forms and web-based responses through the Exchange.	Deferred
SH-097	Small Business	Renewal	OneGate	Process employer responses to renew eligibility and initiate eligibility determination process if necessary.	Deferred
SH-098	Small Business	Renewal	OneGate	Provide the capability to calculate a year-to-date average for premiums paid and monthly income for display to the employer at time of renewal.	Deferred
SH-099	Small Business	Employer Renewal	OneGate	Based on the availability of QHP(s), determine availability of an employer's current plan for the purposes of participation renewal.	Validated
SH-100	Small Business	Employer Renewal	OneGate	If the employer's current plan(s) are no longer available, provide capability to automatically suggest employer participation for a default health plan(s) for a geographic area.	Deferred
SH-101	Small Business	Update Employer Eligibility Application	OneGate	Provide capability for employers to submit changes to SHOP plan participation (selected plan(s), selected tier (optional), covered employers, etc.). Supported methods of enrollment changes include written forms and web-based responses through the Exchange.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-102	Small Business	Renewal, Employee Enrollment	OneGate	Based on an employer's responses to enrollment renewal, assess responses for need to initiate enrollment into a new QHP or additional employees into an existing QHP.	Validated
SH-103	Small Business	Renewal, Employee Enrollment	OneGate	Based on an employer's responses to enrollment renewal, process enrollment selections if possible.	Deleted
SH-104	Small Business	Renewal, Employee Enrollment	OneGate	Process notification notifying employer of coverage for employees. Also, communicate any next steps required by the employer.	Validated
SH-105	Small Business	Employer Renewal	OneGate	Process employer renewal in a method very similar to the initial employer application, allowing for the submission of an updated employee roster, processing plan selection options based on preferences, and submitting notifications to the employer.	Validated
SH-106	Small Business	Update Employer Eligibility Application	OneGate	Based on employer status, determine eligibility for SHOP participation renewal (e.g. annual renewal).	Validated
SH-107	Small Business	Update Employer Eligibility Application	OneGate	Produce written notification / request for employers to verify key eligibility factors (continue to has a current EIN, etc.) for the purposes of annual eligibility / participation renewal and report changes if necessary.	Validated
SH-108	Small Business	Employer Renewal	OneGate	Produce a notice of annual open enrollment.	Validated
SH-109	Small Business	Employer Renewal	OneGate	Present opportunity for employer to log-in to initiate their renewal.	Validated
SH-110	Small Business	Appeal Small Business Eligibility Decision	OneGate	In all notices produced by the Exchange regarding eligibility determination, notify employers to their rights and responsibilities (including a right to appeal eligibility decisions).	Met
SH-111	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to capture information and details of a Employer complaint.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-112	Small Business	Appeal Small Business Eligibility Decision	OneGate	Allow employers to review record of participation in the Small Business Exchange.	Met
SH-114	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability for an employer to request an appeal to the employer eligibility decision.	Validated
SH-115	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to differentiate between appeals and complaints; default requests to complaints when received by employers unless specifically indicated as an appeal.	Duplicate
SH-116	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to capture, track, and disposition appeals in the Exchange (including status, assignments, and relevant case notes).	Validated
SH-117	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to refer or route appeal requests to entities outside of the Exchange such as an Independent Review Organization or Issuers.	Validated
SH-118	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide capability for an employer to view key employer account information (includes employer details as well as key eligibility factors used to determine eligibility).	Met
SH-119	Small Business	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to record the detailed results and supporting documentation that result from or support an appeals decision.	Validated
SH-120	Small Business	Appeal Small Business Eligibility Decision	OneGate	Generate a formal written notice informing an employer of the details of an appeal decision.	Duplicate
SH-123	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide capability for employers to submit changes to employee roster (add / remove employees) in between redeterminations / renewals.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-124	Small Business	Change Reporting	OneGate	Provide the capability for employers to submit changes to the employee rosters, using multiple methods (i.e. submission of files, completion of data fields, etc.)	Validated
SH-125	Small Business	Renew / Redetermine Employer Participation	OneGate	Upon reporting changes in offers of coverage to all Full Time Employees, Employers must self-attest to continue participation in Small Business.	Validated
SH-127	Small Business	Change Reporting/Periodic Reporting	OneGate	Provide capability for employers to check the status of employee QHP enrollment through the web portal.	Validated
SH-129	Small Business	Change Reporting/Periodic Reporting	OneGate	Provide the capability to recalculate the employer's total cost based on reported changes to the employee roster.	Validated
SH-130	Small Business	Update Employee Application	OneGate	Provide the capability for employers to submit changes to the employer contact information.	Validated
SH-132	Small Business	Update Employee Application	OneGate	Prepare and send communication to the employer regarding changes to the Employer contact information.	Validated
SH-133	Small Business	Renew / Redetermine Employer Participation	OneGate	Initiate the termination process if the employer is to be found no longer eligible for the Exchange.	Validated
SH-134	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide the capability for employers to submit changes about the employer's principal business address or primary worksite location.	Validated
SH-135	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide the ability to capture a reported change in the employer's principal business location and satellite offices.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-138	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide the capability to determine employer eligibility based on the employer's principal business location and satellite offices.	Validated
SH-139	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide the capability to re-evaluate an employer's eligibility for Small Business when a change is made to the employer's work location or satellite offices.	Validated
SH-141	Small Business	Renew/Redetermine Employer Participation	OneGate	Brokers / Employer Agents shall have the ability to enter information and be provided services in a manner identical or very similar to that of the employer's.	Validated
SH-142	Small Business	Prepare Employee Application	OneGate	Provide the capability to identify Employers (or Employer's representatives like Human Resources, Administrative staff, etc.) if the Employers or Representatives are completing applications on behalf of an employee. Also, provide the capability for employers to update election status on behalf of their employees (i.e. log or complete the waiver process) while requiring employee approval/recognition.	Validated
SH-143	Small Business	Prepare Employee Application	OneGate	To confirm Small Business eligibility, first request that employee log-in with user name and password.	Met
SH-144	Small Business	Prepare Employee Application	Oracle Identity Manager	Prompt employees to update all account information, including the password upon initial log in.	Deleted
SH-145	Small Business	Verify Employee Application Data	OneGate	Conduct a validation of SSN provided versus the name provided (i.e. validate against name on record with Social Security Administration database). Track any validations made.	Validated
SH-146	Small Business	Verify Employee Application Data	OneGate	Provide capability to verify if employee exists on employee roster in order to verify an employee's coverage through an employer.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-147	Small Business	Verify Employee Application Data	OneGate	Display the result of the verification process.	Met
SH-148	Small Business	Determine Employee Eligibility	OneGate	Update user /employee account status based on updated employee coverage results	Met
SH-149	Small Business	Determine Employee Eligibility	OneGate	Provide the capability to track the response / status of employees who have been offered employer-sponsored coverage. Key statuses to track include waiver of coverage / elected for coverage / non-participation.	Met
SH-151	Small Business	Prepare Employee Application	OneGate	Present an initial set of screening questions in the initial employee application process to identify the following applicant characteristics: - Employee name - Employee Address - Social security number - Other Employee Contact Information - Employer Name - Worksite Address	Validated
SH-152	Small Business	Prepare Employee Application	OneGate	Provide the capability to use the model single employee application provided by HHS.	Validated
SH-153	Small Business	Prepare Employee Application	OneGate	Provide additional language support in accordance with Exchange language support guidelines.	Validated
SH-154	Small Business	Prepare Employee Application	OneGate	Provide field level help for each application data element that includes description and required data format.	Met
SH-155	Small Business	Prepare Employee Application	OneGate	Provide capability for employees to access in-depth online help during the application process.	Validated
SH-157	Small Business	Prepare Employee Application	OneGate	During the Application Process, prompt the Employee to enter the exact name associated with the SSN.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-158	Small Business	Prepare Employee Application	OneGate	If an application is initiated by a Navigator, the Exchange shall have the capability for the employee to attest that the information provided by the Navigator is accurate.	Validated
SH-159	Small Business	Prepare Employee Application	OneGate	Provide the capability to identify Navigators (or Brokers, etc.) if they are completing applications on behalf of an employee.	Validated
SH-160	Small Business	Prepare Employee Application	OneGate	Accept paper documents for Small Business, including employee applications.	Validated
SH-161	Small Business	Prepare Employee Application	OneGate	Validate field-level information for correct data format and completeness.	Met
SH-162	Small Business	Prepare Employee Application	Loqate	Conduct validation of mailing addresses provided in applications through attestation	Validated
SH-163	Small Business	Prepare Employee Application	OneGate	Conduct a validation of SSN provided versus the employee name provided (i.e. validate against name on record with SSN database) and provide capability to validate SSN versus other criteria.	Validated
SH-164	Small Business	Prepare Employee Application	OneGate	For employees who do not have a SSN, allow the application process to proceed.	Validated
SH-165	Small Business	Prepare Employee Application	OneGate	Within the QHP application, the Exchange shall validate field-level information for format and completeness.	Met
SH-166	Small Business	Prepare Employee Application	OneGate	During the application process, user accounts shall be created that include the following, and will be linked to the following information in the Employee Roster: - Employee Names and Employee SSN - Employer EIN	Met
SH-167	Small Business	Prepare Employee Application	OneGate	Save application information to user account after account creation.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-168	Small Business	Prepare Employee Application	Oracle Identity Manager	Prior to the creation of a new user account, the Exchange shall determine if an existing user account is present based on matching criteria provided in the application (e.g. SSN, name, identifying questions)	Met
SH-169	Small Business	Prepare Employee Application	Oracle MDM (Customer Hub)	If consumers can be enrolled in Medicaid and Small Business simultaneously, a consumers' unique identifier shall indicate this dual enrollment for any consumers that are enrolled in both Medicaid and Small Business.	Validated
SH-170	Small Business	Prepare Employee Application	OneGate	During the application process, user accounts shall allow for the inclusion of the following: - User unique identifier - User demographic information - Application status - Enrollment status	Validated
SH-171	Small Business	Employee Selects QHP	OneGate	Generate a request to initiate the employee selection of qualified health plan after eligibility determination is verified or if employee participation is allowed pending verification of eligibility information.	Deleted
SH-172	Small Business	Employee Selects QHP	OneGate	Produce a real-time electronic request to the employee to determine employee preferences for qualified health plan(s).	Deleted
SH-173	Small Business	Employee Selects QHP	OneGate	Allow employee to enter information about employee dependents, if employers are choosing to provide coverage to employees' dependents. Dependent information gathered will include, but is not limited to the following: - Name - Date of Birth - Address - Phone Number - Gender - Smoking Status - Indian Status	Validated
SH-174	Small Business	Verify Indian Status	OneGate	Provide capability to validate employee Indian status of employee and/or dependent(s) submitted through the employee application.	Deleted
SH-175	Small Business	Plan Selection	OneGate	Based on carrier and plan information gathered, display plan cost and availability.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-176	Small Business	Employee Selects QHP	OneGate	As a default, only display health plans that have been selected by the employer, are certified by the Exchange, are open to additional enrollment, and are available in the employee's geographic area.	Met
SH-177	Small Business	Employee Selects QHP	OneGate	Display projected actual plan cost (net premium) based on employer groups and applicable rating factors (consumers covered, age, geography, quality ratings, etc.) to the employee during the application process.	Met
SH-178	Small Business	Employee Selects QHP	OneGate	Provide capability to display a detailed comparison of available employer-selected health plans based on employee preferences	Validated
SH-179	Small Business	Employee Selects QHP	OneGate	Store enrollment questionnaire responses and display plan choices based on application / filtering criteria.	Deleted
SH-180	Small Business	Employee Selects QHP	OneGate	Provide capability to view and select plan(s) for employee dependents, if covered by employer	Validated
SH-181	Small Business	Employee Selects QHP	OneGate	Grant access to an updated provider directory for employee plan selection. This directory should be current at the point in time in which the employer accesses the directory.	Deleted
SH-182	Small Business	Employee Selects QHP	OneGate	Provide capability for employees to adjust employee preferences and update display / comparison of available qualified health plans. This capability includes the ability to further refine or constrain filtering criteria to either display a greater or lesser number of plan choices, and the ability to view all available plans based on a specified tier based on employer selection.	Met
SH-183	Small Business	Employee Selects QHP	OneGate	Provide information and provide capability to allow employees determine if their premium costs are such that the costs make the employee eligible for purchasing insurance through the individual market or allow the employee to be exempt from the individual mandate, due to federal law. If either is scenario is likely, invite employee to explore these options further at the Individual Exchange.	Validated
SH-184	Small Business	Employee Selects QHP	OneGate	Allow employees to have a choice of Exchange's competing plans, based on employer selections and (given the employer contribution) see what their contribution requirement would be for each choice	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-185	Small Business	Employee Selects QHP	OneGate	Provide capability for an employee to select QHP(s) and initiate the enrollment process.	Validated
SH-186	Small Business	Employee Selects QHP	OneGate	Update an employee's account to reflect plan selection and the effective projected plan-year.	Validated
SH-187	Small Business	Employee Selects QHP	3rd Party Premium Processor	After plan selection, initiate the financial transactions required by employers to ensure plan enrollment process / transaction to applicable carriers.	Validated
SH-188	Small Business	Employee Selects QHP	OneGate	After acknowledgement of the receipt of the plan selection, initiate the calculation of the final cost to employee	Validated
SH-189	Small Business	Employee Selects QHP	OneGate	After acknowledgement of the receipt of the plan selection, display the calculation of the final cost (net premium) to employee	Met
SH-190	Small Business	Employee Selects QHP	OneGate	Provide a reminder that an employee receives tax relief when the employee purchases health insurance via their employer at through a pre-tax payroll deduction.	Validated
SH-192	Small Business	Employee Selects QHP	OneGate	Provide the capability to verify and acknowledge the receipt of the plan selection.	Met
SH-193	Small Business	Employee Selects QHP	OneGate	Upon employee's QHP selection, notify the employer of it own and each employee's respective contribution amount in order to facilitate appropriate payroll deductions as needed	Validated
SH-195	Small Business	Employee Enrollment in QHP	OneGate	Receive and process acknowledgement of employee enrollment from Issuer	Validated
SH-198	Small Business	Update Employee Eligibility Application	OneGate	Allow employees to enroll in QHP during a qualifying event.	Validated
SH-199	Small Business	Disenroll Employee in QHP	OneGate	Provide the capability for an employee to request a voluntary disenrollment from QHP(s).	Validated
SH-201	Small Business	Disenroll Employee in QHP	OneGate	If an employee initiates a voluntary disenrollment through the Exchange, produce an electronic notification to the Issuer to disenroll the employee.	Validated
SH-202	Small Business	Disenroll Employee in QHP	OneGate	Provide capability to initiate the disenrollment process.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-203	Small Business	Disenroll Employee in QHP	OneGate	Provide capability to update user accounts based on disenrollment notification from issuers	Validated
SH-204	Small Business	Disenroll Employee in QHP	OneGate	Update user accounts based on disenrollment notification from disenrollment initiated by the Exchange.	Validated
SH-206	Small Business	Disenroll Employee in QHP	??	Provide capability to receive electronic notifications from Issuers regarding disenrollment and initiate disenrollment process.	Validated
SH-209	Small Business	Disenroll Employee in QHP	OneGate	If conditions for an involuntary disenrollment are met, initiate the disenrollment process.	Validated
SH-211	Small Business	Disenroll Employee in QHP	OneGate	Update user accounts based on disenrollment notification from issuers or disenrollment initiated by the Exchange.	Validated
SH-214	Small Business	Update Employee Application / Renew Employee QHP Participation	Oracle Identity Manager	If an employee does not have their log-in information (User name and/or password) available to them for plan renewal, present opportunity for the employee to request their log-in information. The log-in information may be emailed to the employee after their identity is confirmed.	Validated
SH-215	Small Business	Renew Employee QHP Participation	OneGate	Track annual renewal date for employers.	Validated
SH-216	Small Business	Update Employee Application / Renew Employee QHP Participation	OneGate	Based on employee status, determine eligibility for Small Business Exchange participation renewal.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-218	Small Business	Update Employee Application / Renew Employee QHP Participation	Oracle Identity Manager	Provide capability for employees to look up or reset login credentials.	Validated
SH-221	Small Business	Update Employee Application	OneGate	Provide capability for employees to submit changes to key eligibility factors for the purpose of annual eligibility / enrollment renewal. Supported methods of reporting changes include written forms and web-based responses through the Exchange.	Deferred
SH-222	Small Business	Update Employee Application	OneGate	Process employee response to renew eligibility and initiate eligibility determination process if necessary. Review employee Exchange eligibility. Have the capability to adjudicate mandatory / optionally reported changes and the resultant changes to eligibility and enrollment.	Deferred
SH-223	Small Business	Renew Employee QHP Participation	OneGate	Provide the capability to calculate a year-to-date average for premiums paid for display to the employee at time of renewal.	Deferred
SH-224	Small Business	Update Employee Application	OneGate	If reported changes do not qualify an employee for a special enrollment, store the eligibility / household changes for use during the next available open enrollment period.	Deferred
SH-225	Small Business	Renew Employee QHP Participation	OneGate	If the employee's current plan(s) are no longer available, automatically suggest employee participation for a default health plan(s) for a geographic area.	Deleted
SH-226	Small Business	Renew Employee QHP Participation	OneGate	Based on the availability of QHP(s), determine availability of an employee's current plan for the purposes of enrollment renewal.	Deleted
SH-227	Small Business	Update Employee Application	OneGate	Provide capability for employees to submit changes to Small Business plan participation (selected plan(s), selected tier (optional), covered dependents, etc.). Supported methods of enrollment changes include written forms and web-based responses through the Exchange.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-228	Small Business	Renew Employee QHP Participation	OneGate	Based on an employee's responses to enrollment renewal, assess responses for need to initiate enrollment into a new QHP or additional employees (or employers) into an existing QHP.	Deleted
SH-229	Small Business	Employee Enrollment in QHP	OneGate	Process notification to employer of coverage for employees. Also, communicate any next steps required by the employer.	Validated
SH-230	Small Business	Determine Employee Eligibility	OneGate	Provide the functionality to determine if an update to an employee account is categorized as a Qualifying Event.	Validated
SH-231	Small Business	Update Employee Application	OneGate	Provide capability for employees to submit changes to employee plan (add / remove dependents) in between redeterminations / renewals and due to qualifying events.	Validated
SH-234	Small Business	Change Reporting	OneGate	Initiate enrollment or disenrollment process for employee or the employee's dependents, depending on the nature of the Qualifying Event.	Validated
SH-235	Small Business	Change Reporting	OneGate	Provide the capability for employees to submit changes to the employee contact information.	Validated
SH-238	Small Business	Periodic Reporting and Reconciliation	OneGate	Allow employers and brokers/assisters to view and track the premium payment.	Validated
FM-001	Financial Management	Fed APTCs and CSRs	CGI	Generate daily transactional 834 transaction file in a HIPAA compliant format on all individuals enrollment updates for the Exchange	Validated
FM-002	Financial Management	Fed APTCs and CSRs	CGI	Transmit daily transactional 834 transaction file in a HIPAA compliant format of individuals enrolled in QHPs to CMS	Validated
FM-003	Financial Management	Fed APTCs and CSRs	CGI	Generate monthly 834 transaction file in a HIPPA compliant format of individuals enrolled in QHPs, including Federal APTC, CSR amounts to support the monthly reconciliation process with CMS and Issuers.	Validated
FM-004	Financial Management	Fed APTCs and CSRs	CGI	Transmit monthly 834 transaction file in a HIPPA compliant format of individuals enrolled in QHPs, including Federal APTC, CSR and State Premium Subsidy and CSR amounts to CMS to support the monthly reconciliation process with CMS.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
FM-005	Financial Management	Fed APTCs and CSRs	CGI	Transmit monthly 834 transaction file in a HIPPA compliant format of individuals enrolled in QHPs, including Federal APTC, CSR and State Premium Subsidy and CSR amounts to Issuers to support the monthly reconciliation process with Issuers.	Validated
FM-006	Financial Management	Fed APTCs and CSRs	CGI	Update Exchange financial data with Federal APTC, CSR and State Premium Subsidy, CSR payments to Issuers for updating into the State's General Ledger, and forward to the Premium Processor.	Validated
FM-009	Financial Management	Fed APTCs and CSRs	CGI	Receive electronic reports of payments from CMS to Issuers for federal APTC and CSR amounts	Validated
FM-011	Financial Management	APTCs and CSRs	CGI	Provide the ability to identify, analyze and resolve Federal APTC and Federal CSR discrepancies between CMS and the Exchange Eligibility and Enrollment data store	Validated
FM-012	Financial Management	Fed APTCs and CSRs	CGI	Update State's G/L (Vision) system with electronic Issuer Federal APTC/CSR payment data	Validated
FM-014	Financial Management	Fed APTCs and CSRs	CGI	Provide tool to adjust identified discrepancies between the Vision database and data received from Issuers, and/or CMS	Deleted
FM-018	Financial Management	Fed APTCs and CSRs	CGI	Update Individual Eligibility and Enrollment database to reflect discrepancy resolution between CMS, Issuer, HBE and Premium Processor	Validated
FM-027	Financial Management	Small Business Premium Collection	CGI	Provide functionality that allows a Small Business to create a notification that invoice discrepancy exists.	Validated
FM-033	Financial Management	Small Business Premium Collection	CGI	Provide the ability for small businesses to view payment history and data.	Validated
FM-034	Financial Management	Small Business Premium Collection	CGI	Identify and account for discrepancies between Small Business payments and CMS reported payments (reconciliation).	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
FM-044	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Provide the ability for an individual to view their invoice online.	Validated
FM-045	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Provide invoice discrepancy notification capabilities for Individual to Exchange.	Validated
FM-053	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Provide the ability for individual users to view payment history and data.	Validated
FM-059	Financial Management	Small Business Premium Discrepancy Resolution	CGI	Receive Small Business invoice discrepancy notification.	Validated
FM-060	Financial Management	Small Business Premium Discrepancy Resolution	CGI	Provide inquiry screens to research the Small Business discrepancy	Validated
FM-061	Financial Management	Small Business Premium Discrepancy Resolution	CGI	Notify authorized users of the Small Business reported discrepancy.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
FM-062	Financial Management	Small Business Premium Discrepancy Resolution	CGI	Provide capability for small businesses to update small business account and make adjustments.	Validated
FM-070	Financial Management	Individual Premium Discrepancy Resolution	CGI	Provide ability for Individuals to log into Exchange and view notifications and invoice	Duplicate
FM-072	Financial Management	Individual Premium Discrepancy Resolution	CGI	Provide automated process to identify invoice discrepancies from an individual.	Deleted
FM-073	Financial Management	Individual Premium Discrepancy Resolution	CGI	Provide notification to individual that discrepancy report was received from the individual.	Deleted
FM-074	Financial Management	Individual Premium Discrepancy Resolution	CGI	Provide inquiry screens to research the individual and family units discrepancy	Validated
FM-075	Financial Management	Individual Premium Discrepancy Resolution	CGI	Notify authorized users of the reported Individual or Family Unit discrepancy.	Validated
FM-082	Financial Management	Issuer Payment Reconciliation	CGI	Receive electronic or telephonic notification of discrepancy from Issuer.	Validated
FM-085	Financial Management	Issuer Payment Reconciliation	CGI	The system will provide screens to update Exchange records with corrected invoice / payment information for Issuers, Small Businesses, or Individual (including Family Unit) records.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
FM-086	Financial Management	Risk Adjustment Calculation	CGI	Provide regular reports and data on Exchange enrollees to support risk adjustment calculations. Data will include, but is not limited to: unique individual identifier, plan enrolled in, the type of coverage purchased, rating criteria information, demographic data, and effective dates for individual and small group market non-grandfathered plans.	Deleted
FM-087	Financial Management	Risk Adjustment Calculation	CGI	Provide regular reports and data on QHPs and encounters to CMS to support risk adjustment calculation.	Deleted
FM-088	Financial Management	Risk Adjustment Calculation	CGI	Provide the capacity to electronically receive information from Issuers on non-exchange enrollees from individual, Small Business and self-funded plans inside and outside of the state	Deleted
FM-089	Financial Management	Risk Adjustment Calculation	CGI	Provide the capacity to electronically receive non QHP plan and rate setting data from CMS and other state sources	Deleted
FM-090	Financial Management	Risk Corridors	CGI	Extract and send Individual and SHOP Plan data to CMS for risk corridors	Deleted
FM-091	Financial Management	Risk Corridors	CGI	Receive unpaid Risk Corridor Charge information from CMS	Deleted
FM-106	Financial Management	Exchange Internal Accounting	CGI	Track operational and overhead expenses of the Exchange.	Deleted
FM-107	Financial Management	Exchange Internal Accounting	CGI	The Exchange system will summarize and apply general ledger coding to the financial transactions	Validated
FM-108	Financial Management	Exchange Internal Accounting	CGI	The Exchange system will update Vision with aggregated financial information	Validated
FM-109	Financial Management	Exchange Internal Accounting	CGI	Transmit the general ledger transactions to the accounting system.	Duplicate
FM-110	Financial Management	Exchange Internal Accounting	CGI	The Exchange will provide detail reports to support and reconcile the Exchange Annual Financial Report	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
FM-111	Financial Management	Exchange Internal Accounting	CGI	The Premium Processor shall provide annual SSAE No. 16 report to the State	Validated
FM-112	Financial Management	Exchange Internal Accounting	CGI	The System shall create regular and ad-hoc reporting on an as-needed basis to govern and monitor the Exchange financial health based on the HBE data store	Validated
FM-113	Financial Management	Exchange Internal Accounting	CGI	Provide selected financial information required to support building the Exchange Annual Financial Report as required by CMS and other state entities, including information sent by Premium Processor to the HBE data store	Validated
New-002	Financial Management	State premium subsidies	CGI	Quarterly, report to the State the state premium subsidy payments that have not been forwarded to the Issuer due to a lack of matching premium payments from the individual.	Validated
New-004	Financial Management	Exchange Internal Accounting	CGI	The Exchange System will provide the tools and information required to support the audit of the financial aggregate report from the General Ledger through to the Premium Processor financial transactions.	Validated
New-005	Financial Management		CGI	The Exchange system shall provide an aggregated report in a GAAP compliant format for each Individual and Family Unit: • QHP premiums due for a reporting period (month) • Payments made, period to date (month) • Payments applied to QHP premiums for a period (month)	Validated
New-006	Financial Management		CGI	The Exchange system provide an aggregated report in a GAAP compliant format for each Small Business: • QHP Premiums for a reporting period (month) • Payments made, period to date (month) • Payments applied to QHP premiums for a period (month)	Validated
New-007	Financial Management		CGI	The Exchange system shall provide an aggregated report in a GAAP compliant format for each Individual and Family Unit: • Federal APTC/CSR subsidy calculated for an Individual for a reporting period (month) • Federal APTC/CSR subsidy payment paid to the Issuer for an Individual for a reporting period (month)	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
New-008	Financial Management		CGI	The Exchange system shall provide an aggregated report in a GAAP compliant format for each Individual and Family Unit: • State Premium Subsidy and State CSR calculated for an Individual for a reporting period (month) • State premium subsidy and State CSR paid to the Issuer for an Individual for a reporting period (month)	Validated
New-009	Financial Management		CGI	The Exchange system shall provide the State transaction financial information weekly.	Validated
New-012	Financial Management		CGI	The Exchange system shall provide an aggregated report where the information is GAAP compliant with details available for Individual NSF transaction summaries.	Deferred
New-013	Financial Management		CGI	The Exchange system shall provide real-time access to financial data to support Exchange operations including real-time customer service and self service.	Validated
New-016	Financial Management		CGI	The System shall provide Premium Processing costs to the State monthly.	Validated
New-017a	Financial Management		CGI	The System shall provide monthly reports on credit card fees.	Validated
New-018	Financial Management	State Premium Subsidy and CSR	CGI	The System shall generate a file of individuals enrolled in QHPs, including State Premium Subsidy, State CSR amounts to support the monthly reconciliation process with State and Issuers	Validated
New-019	Financial Management	Eligibility and State Premium Subsidy and CSR	CGI	Establish individual eligibility and determine State Premium Subsidy amount.	Validated
New-020	Financial Management	Eligibility and State Premium Subsidy and CSR	CGI	Establish individual eligibility and determine State CSR amount.	Validated

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
New-021	Financial Management	Federal APTC and CSR, State Premium Subsidy and CSR	CGI	Transmit daily transactional 834 transaction file in a HIPAA compliant format of individuals enrolled in QHPs to CMS generate Individual enrollment updates from the Exchange, including Federal APTC and CSR and State Premium Subsidy and State CSR amounts to the Premium Processor.	Validated
New-022	Financial Management	Eligibility and APTC and CSR	CGI	Transmit daily Individual enrollment updates from the Exchange, including eligibility and Federal APTC and Federal CSR, State Premium Subsidy and Federal CSR amounts to the Premium Processor.	Validated
New-023	Financial Management	State Premium Subsidy and CSR	CGI	Generate daily transactional file on all individual enrollment updates for the Exchange including State CSR amounts	Validated
New-024	Financial Management	State Premium Subsidy and CSR	CGI	Transmit daily transactional file on all individuals enrolled in QHPs including State CSR amounts to Issuers	Validated
New-100		Individual Premium Discrepancy Resolution	CGI	Send premium payment reports via EDI 820 transactions to the Issuers.	Validated
New-101		Small Business	CGI	Send premium payment reports via EDI 820 transactions to the Issuers.	Validated
New-101		Small Business	CGI	Send premium payment reports to the State's Medicaid Business Office.	Validated
New-103	Financial Management	Exchange/State Agencies	CGI	Send termination notification to the Premium Processor.	Validated
New-106		Individual Premium Discrepancy Resolution	CGI	Receive notification of termination from Issuers	Validated
New-107		Individual Premium Discrepancy Resolution	CGI	Send notification of termination to Premium Processor	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
New-108		Small Business	CGI	Receive notification of termination from Issuers	Validated
New-109		Small Business	CGI	Send notification of termination to Premium Processor	Validated
New-120		State Premium Subsidy and CSR	CGI	Receive actual State CSR due amounts from the Issuers, and forward to Premium Processor.	Validated
New-130		Fed APTCs and CSRs	CGI	Receive electronic payment history report from Issuers and forward to the Premium Processor	Validated
PPRFP-002	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Provide an electronic method for use by each family unit, navigator/broker/in-person assistor or customer service agent to set up a premium payment account.	Validated
PPRFP-003	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Enable each family unit to choose the manner by which it will receive notifications (e.g., invoices, correspondence).	Validated
PPRFP-023	Financial Management	State Option to Collect Individual Premiums through the Exchange	CGI	Receive termination notification from the Issuer and the State's Medicaid Business Office.	Validated
PPRFP-033	Financial Management	Small Business	CGI	Provide an electronic method for use by each small business, navigator/broker/in-person assistor or customer service agent to set up a premium payment account.	Validated
PPRFP-034	Financial Management	Small Business	CGI	Enable each small business to choose the manner (e.g., electronic, paper) by which it will receive notifications (e.g., invoices, correspondence).	Validated
CACM-01	Consumer Assistance	Case Management	OneGate	Provide the ability to add multiple dated narratives to a case and track and maintain changes over time via the narratives.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CACM-02	Consumer Assistance	Case Management	OneGate	Maintain a history of notices that have been sent to a individual, employer, Navigator, Broker.	Met
CACM-03	Consumer Assistance	Case Management	OneGate	Maintain and a history of a individual's eligibility status over time.	Met
CACM-04	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support staff to modify the eligibility/enrollment record to indicate beginning and ending dates of coverage and specify the program or product for which the individual is eligible.	Met
CACM-05	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support staff to deactivate a particular customer's case.	Met
CACM-06	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support staff shall to reactivate a client's case based on new information, new application or redetermination.	Met
CACM-07	Consumer Assistance	Case Management	OneGate	Provide mechanism to check and flag duplicate individual cases.	Met
CACM-08	Consumer Assistance	Case Management	OneGate	Allow Customer Service Supervisors to merge multiple individual cases into one, or split single cases into multiples cases when they deem it warranted.	Validated
CACM-09	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support staff to mark a case duplicate, but remain unmerged.	Met
CACM-10	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and customer support staff the ability to search for a specific individuals' information.	Met
CACM-11	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support staff to view individual information entered into the Portal from the Case Mgmt system.	Met
CACM-12	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support Staff to add to a individual's information.	Met
CACM-13	Consumer Assistance	Case Management	OneGate	Allow Caseworkers and Customer Support Staff to change or modify an individual's information.	Met
CACM-14	Consumer Assistance	Customer Application Intake Process	OneGate	Allow Caseworkers and Customer Support staff to search for the individual's eligibility details.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CACM-15	Consumer Assistance	Customer Application Intake Process	OneGate	Allow Caseworkers and Customer Support Staff to view the individual's eligibility details (e.g., income sources, citizenship, immigration status, etc.).	Met
CACM-16	Consumer Assistance	Customer Application Intake Process	OneGate	Allow Caseworkers and Customer Support staff to add new data into the individual's eligibility details (income sources, citizenship, immigration status, etc.).	Met
CACM-17	Consumer Assistance	Case Management-- Administration	OneGate	Provide a mechanism for role-based access control for any changes to the rules or parameters in the rules engine.	Met
CACM-18	Consumer Assistance	Case Management-- Administration	OneGate	Track changes made to an account in an auditable log.	Met
CACM-20	Consumer Assistance	Case Management-- System Access	OneGate	Allow supervisors to enter the system through a customized portal to view and manage all the cases of the caseworkers under their jurisdiction.	Met
CACM-21	Consumer Assistance	Case Management-- System Access	OneGate	Allow administrators to enter the system through a customized portal to view, manage, and if necessary correct case data if a computer systems error has occurred, as long as there is sufficient documentation noted in the record. Any system errors that are identified will be reviewed through a quality assurance process.	Met
CAG-01	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system must support the complaints/appeals process.	Met
CAG-02	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall allow customer support representative to log customer complaints and appeals.	Duplicate
CAG-03	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall allow staff to attach relevant documents to complaint or appeal.	Met
CAG-04	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	Associated recorded calls/transcripts and online chat sessions log with the appropriate appeal	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CAG-05	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall prompt customer support representative on complaints/grievances/ appeals/fair hearings workflow by integrating with workflow/document management system.	Validated
CAG-06	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system will track time frames and deadlines for responding to complaints and appeals.	Met
CAG-07	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall allow customer support representative to generate letters to consumer throughout grievance/appeals/fair hearings/complaints process.	Met
CAG-08	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall track complaint or appeal throughout process so that specified Complaints/Appeals staff can view status, see where it is in process and report back to consumer at any time.	Met
CAG-09	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall support the process for sending appeals/complaints to be reviewed by appropriate parties within and outside the State and recording decisions, adding documentation, etc.	Met
CAG-10	Consumer Assistance	Complaints / Appeals	OneGate	The rules engine must reflect changes in enrollment, coverage, and tax credits as a result of a complaint, grievance, and appeal decision.	Met
CAG-11	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall allow appeals/complaints staff to manage cases within the system using options including tickler files, response and review dates, document management, email, and fax.	Validated
CAG-12	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall allow consumers to submit complaint/appeal via phone, web, chat session, email, and letter.	Validated
CAG-13	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall provide options to secure complaints/appeals for confidentiality reasons (e.g. hide consumer name) and allow access to cases by specified consumer support staff.	Validated
CAG-14	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall monitor appeals/complaints due dates and alert staff or management of overdue status.	Validated
CAG-15	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall have the ability to be used by multiple agencies for appeals/complaints, including at a minimum the Exchange, Medicaid, and the Department of Human Services.	Validated
CAG-16	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall have the ability to assign a priority, or level to the appeal/complaint.	Met
CAG-19	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall support outreach initiatives using letters, emails, phone calls, text messages as described below.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CAG-20	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall ask and store consumers' preferred method of communication.	Met
CAG-23	Consumer Assistance	Outreach / Education	OneGate	The system shall support multi-lingual communication in at least the languages specified by the Exchange, and may able to support additional language (including languages that use non-Western scripts).	Met
CAG-24	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall log and store materials about outreach and education events across the state and community to inform the CRM and call center staff.	Met
CAG-29	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall flag consumer assistance staff or Navigators whenever a consumer calls and queries pre-defined questions.	Validated
CAG-31	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall capture information on outreach efforts (e.g. how did you hear about us?).	Met
CAG-32	Consumer Assistance	Workflow	Siebel Public Sector CRM	The system shall improve collaboration and workflow driven processes among staff by integrating CRM with workflow, document management and document imaging technology	Validated
CAG-33	Consumer Assistance	Workflow	Siebel Public Sector CRM	The system shall have the ability to integrate voice and electronic transactions into a single workflow.	Deferred
CAG-34	Consumer Assistance	Workflow	Siebel Public Sector CRM	The system shall have the ability to oversee and manage contacts through work item routing and queuing, sending online alerts to staff or supervisors if issues are high priority or overdue.	Validated
CAG-35	Consumer Assistance	EDM	ThunderHeadNOW	Support electronic document management (EDM) capabilities	Met
CAG-36	Consumer Assistance	EDM	ThunderHeadNOW	The system shall provide the ability to upload attachments to all individual and correspondence records.	Met
CAG-37	Consumer Assistance	EDM	Siebel Public Sector CRM	The system shall provide the ability to view related correspondence records from a single correspondence record.	Validated
CAG-39	Consumer Assistance	EDM	Siebel Public Sector CRM	The system shall link scanned images to correspondence and records to provide one view of all related material (images, letters, or contacts with staff).	Met
CAG-40	Consumer Assistance	Contact Tracking	Siebel Public Sector CRM	The system shall assign a unique number to identify each instance of a contact.	Met
CAG-41	Consumer Assistance	Contact Tracking	Siebel Public Sector CRM	The system shall accommodate the receipt and tracking of requests or inquiries via telephone, letter, fax, walk in, email, web, or any other channel used by the consumers.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CAG-42a	Consumer Assistance	Contact Tracking	Siebel Public Sector CRM	The system shall track and search on contacts with basic identifying information such as time and date of contact, caller name, contact type, reason or any combination thereof.	Validated
CAG-42b	Consumer Assistance	Contact Tracking	Siebel Public Sector CRM	The system shall track and search on contacts with basic identifying information such as Provider number, member number, agent ID, status of issue, or any combination thereof.	Validated
CAN-01	Consumer Assistance	Navigators	OneGate	Provide consumers with general information regarding Navigator Program, including information regarding certification of Navigators and relationship to Exchange, Issuers, Providers and Brokers	Met
CAN-02	Consumer Assistance	Navigators	OneGate	Allow certified Navigators to enter the portal through a distinct login.	Validated
CAN-03	Consumer Assistance	Navigators	OneGate	Allow Navigators to create an account with the Exchange.	Validated
CAN-04	Consumer Assistance	Navigators	OneGate	Require Navigators to provide credentials and certification information to establish an account.	Validated
CAN-05a	Consumer Assistance	Navigators	OneGate	Allow consumers to see the Navigator's credentials and certification information and select a Navigator based on them.	Validated
CAN-05b	Consumer Assistance	Navigators	OneGate	Flag Management if Navigator information is not up to date, or on probation for misconduct.	Deferred
CAN-06	Consumer Assistance	Navigators	OneGate	Verify the information provided by the Navigator.	Deferred
CAN-07	Consumer Assistance	Navigators	OneGate	Create an account for the Navigator and assign a unique ID that will be maintained in the Navigator account.	Validated
CAN-08	Consumer Assistance	Navigators	OneGate	Track the number of persons assisted by each Navigator on a monthly basis and produce detailed reports on such activity.	Duplicate
CAN-09	Consumer Assistance	Navigators	OneGate	Generate reports by Navigator; determining effectiveness by community, population, enrollment.	Duplicate
CAN-11	Consumer Assistance	Navigators	OneGate	Provide a process to provide feedback or communication to the Navigators, in order for state agencies to communicate information	Validated
CAN-12	Consumer Assistance	Navigators	OneGate	The system shall flag Management if Navigator has performance issues (e.g.., missing deadlines, aging and outstanding customer inquiries, incomplete applications, enrollment, etc.).	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-042	Consumer Assistance	Evaluate QHP Issuer Application	TBD	Provide ability for Issuers to provide relevant Complaint and Compliance Information	Validated
PM-120	Consumer Assistance	Maintain Operational Data	TBD	Provide the ability to receive, store and track electronic Issuer and Plan complaint data from the appropriate CMS system for plan management and fiscal management functions on a periodic basis. Complaint data can include: - Issuer - Plan - Number of complaints - Complaint type - Complaint description/detail	Validated
PM-121	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide web-based interface for Exchange consumers, providers, brokers, navigators, etc. to enter complaints about Exchange Issuers and/or Plans will capture complaint data including: - Exchange user id (for consumers, navigators, etc.) - Provider id (for providers) - Issuer - Plan - Complaint description/detail - Complaint type - Complaint source	Met
PM-122	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide automatic electronic notification of receipt for complaints submitted through the web interface.	Met
PM-123	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Allow Exchange users such as consumers, navigators, etc. to log into their Exchange account to post/submit a complaint	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-124	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide the ability to accept electronic Issuer/Plan complaint data in secure manner, from Exchange Issuers on a periodic basis. Complaint data can include: - Issuer - Plan Involved - Number and Type of Complaint - Complaint rates - Complaint response time	Validated
PM-125	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Track and manage complaints for the Exchange	Met
PM-126	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Use a common, standard format for complaint data from all sources to facilitate merging complaint data for analysis.	Validated
PM-127	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Allow complaint managers to classify complaints by attributes to support triaging complaints for action or referral	Met
PM-128	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Retain the source of the complaint (i.e. provider, issuer, Insurance Division, etc.) and the date received	Validated
PM-129	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Users must have a way to aggregate or combine multiple versions of the same complaint or relate multiple complaints to a single complaint case	Validated
PM-130	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Track and manage activities related to researching and addressing complaints from complaint receipt to completion/resolution of a complaint including who took action, what the action was, relevant dates, communication tracking, contacts, etc.	Validated
PM-131	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide the capability to auto-assign a complaint to a complaint worker or account manager based on information provided in the complaint	Validated
PM-132	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Notify a complaint worker that a complaint has been assigned/routed to that person	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-133	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Allow reassignment of a complaint to a new complaint worker	Met
PM-136	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Publish approved complaint data summaries on the Exchange web portal for customer review , and to support transparency.	Validated
PM-137	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide electronic Exchange Issuer complaint data to the Insurance Division on a periodic basis. Complaint data can include: - Issuer - Number of complaints - Complaint type - Complaint description/detail	Validated
PM-138	Consumer Assistance	Maintain Operational Data	Siebel Public Sector CRM	Provide the capability to send an electronic complaint referral to: - An Issuer - OIC - Eligibility case/complaint workers - Exchange customer service - Others (to be defined)	Validated
SH-111	Consumer Assistance	Appeal Small Business Eligibility Decision	Siebel Public Sector CRM	Provide the capability to capture information and details of a Employer complaint.	Validated
SH-121	Consumer Assistance	Appeal Small Business Eligibility Decision	OneGate	Allow employers to request and receive a second appeal review process, providing very similar, if not the same, steps in the second appeal process as the first appeal process.	Validated
SH-156	Consumer Assistance	Prepare Employee Application	Siebel Public Sector CRM	Provide capability for employees to request further assistance through Chat Support (online assistance from a customer service representative) during the application process.	Deferred
MO-1	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The CRM shall manage contacts with, including but not limited to, Providers, Members, Consumers, Navigators, Brokers and other entities as identified by the Exchange.	Met

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
MO-2	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system will support multimedia communications such as but not limited to: email, letter, phone, fax, web portal, chat, text messages.	Validated
MO-3	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall provide online access to customer support staff about caller information and real-time transaction activity (e.g. application status, premium payment).	Met
MO-4	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall provide the ability to archive and purge calls, contacts, correspondence from the CRM according to Exchange-defined criteria.	Validated
MO-5	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall have the ability to store the caller's preferred method of communication, including need for deaf or other language interpretation.	Met
MO-6	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall provide speech and hearing impaired customers with the ability to communicate through a Teletypewriter (TTY) or Telecommunications Display Device (TDD).	Validated
MO-7	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The CRM solution shall seamlessly integrated with at least the following Customer Support technology systems and needs: - Call logging and resolution tracking - External IVR - Electronic document management - Training support - Workflow management - Reporting - Quality Monitoring	Validated
MO-8	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall maintain a record of inquiry and correspondence data online, with periodic backups managed by CGI. The call center shall be able to store record of recordings of assisted calls, in a time frame specified by the Exchange.	Validated
MO-9	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall provide functionality that is capable of integrating with the integration tool to support billing, Enrollment/Eligibility, the secured access to the Case Management, and data integration with call management system.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
MO-10	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall be expandable in order to support multiple contact centers in separate physical locations that support different programs, including support for the Department of Human Services customer support functions.	Validated
MO-11	Consumer Assistance	CRM/Call Center Functionality	Siebel Public Sector CRM	The system shall have the ability to enable security around confidential consumer data allowing designated staff access.	Validated
MO-12	Consumer Assistance	IVR Technology	Siebel Public Sector CRM	The system shall interface with and support the use of an IVR system.	Validated
MO-13	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall provide Automatic Call Distribution (ACD) capability to answer calls from customers in sequence and record and report metrics.	Deferred
MO-14	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall provide capability to prioritize agents by availability, skill set, language, and overflow from other queues.	Deferred
MO-15	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall provide virtual hold and callback features when thresholds are met for wait time to allow consumers to hang up and receive an automated call when an agent is available.	Deferred
MO-16	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall have the ability to provide consumers with estimated wait time to speak with an agent and messaging that will remind consumer of other self service options, such as web site.	Deferred
MO-17	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system will allow individual contact centers to identify and set performance metrics (e.g. 3% abandonment rate, 15 second speed of answer).	Deferred
MO-18	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system will alert management and staff when service levels are not being met.	Deferred
MO-19	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system will provide a robust scheduling and forecasting component that allows management to staff call center appropriately; data provided will show peak hours, days, months.	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
MO-20	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The ACD system will have the ability to monitor and provide real time reporting and forecasting software for: - Abandonment rate - Agent availability and productivity - Average speed of answer - Call length - Contact volume - Customer satisfaction - Handle time - One call resolution rate - Peak hour statistics - Identification of historical trends	Deferred
MO-21	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall allow authorized managers or supervisors to monitor active calls.	Deferred
MO-22	Consumer Assistance	ACD Technology	Siebel Public Sector CRM	The system shall provide the capability to record all call interactions	Deferred
CAG-46	Consumer Assistance	Quality Monitoring	Call Center	The system shall provide quality monitoring tools and processes to enable a continuous improvement cycle for the contact center staff that includes: - Plug-in - Silent monitoring (including remote) - Record and review to assess whether call was answered accurately - Voice and screen/multi-media monitoring - Conferencing capabilities - Ability to assess or rate an agent's quality and service using grading system and to store that data	Deferred
A-1	Audit	Data Quality	Oracle Enterprise Data Quality	Perform periodic analysis of data for accuracy and potential individual contact for verification, and potentially, follow-up on incomplete information (e.g., dummy DOB or SSN)	Validated
A-2	Audit	Eligibility Determination	OneGate	Maintain data to produce a report of the outcomes of rules execution for all eligibility determinations (positive or negative) for appeals research and to analyze correctness of eligibility functionality.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
A-3	Audit	Transfer of Identification Information	All, as appropriate	The Exchange must maintain an audit trail of all information requests that contain Personal Identification (PII) or Personal Health Information (PHI) data as specified by the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA).	Validated
A-4	Audit	IRS Tax Information	All, as appropriate	The Exchange shall comply with any security and privacy requirements established by the IRS (e.g., Publication 1075 Tax Information Security Guidelines for Federal, State, and Local Agencies) to ensure proper and confidential handling and storage of Section 6103 Federal Tax Information data. In addition, any system handling tax information shall have audit trails that meet IRS standards.	Validated
A-5	Audit	Risk Adjustment, Risk Corridors, and Reinsurance	Oracle BI	The Exchange must make certain claims and encounter data collected for the purposes of risk adjustment calculation are available to support other activities including, but not limited to: recalibrating Federally-certified risk adjustment models; verifying of risk corridor submissions; and verifying and auditing reinsurance claims.	Validated
A-6	Audit	Security	All, as appropriate	To adequately respond to "breach notification requirements," the Exchange should maintain an audit trail to aid in recreating a security incident and determining the extent of the security breach. This data will aid in identifying who must be notified rather than having to notify all individuals.	Validated
A-8	Program Integrity	Identity Management	Oracle Enterprise Data Quality	Retain sufficient data to allow periodic sampling and analysis to identify potential fraud, waste, and abuse.	Validated
A-10	Program Integrity	Individual Identification	Oracle MDM (Customer Hub)	Retain sufficient data to allow periodic analysis of potentially duplicate individuals	Validated
A-12	Program Integrity	Individual Identification	Oracle MDM (Customer Hub)	Provide the ability to successfully merge/unmerge potential duplicate individual records	Validated
A-9	Program Integrity	Individual Identification	OneGate	The Exchange needs to keep track of all individual identity changes (e.g., marriage, legal name change, etc.) so that name searches under any name an individual has been know will be successful.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
	Web Analytics	Web Analytics	Google Analytics	Provide web analytics tools comparable to Google Analytics	Validated
	Web Analytics	Web Analytics	Splunk	Provide the capability to review raw web logs for usability and security analyses	Deferred
A-19	Business Analytics	SHOP, EE,Plan Management	Oracle BI	The specific BI requirements for Exchange data have not been identified, but it will involve KPI definition, trend analysis, forecasting, statistical analysis, and aggregation of eligibility, enrollment and plan data. This data will include, but is not limited to: - Cost breakdown per individual - Cost breakdown per employee (SHOP) - Cost breakdown per employer - Plan data - Individual and employee financial data - Premium and CSR subsidy data - Enrollment data - Enrollee demographics	Validated
A-20	Business Analytics	Platform	Oracle BI	The business analytics solution for the Exchange should not impact transactional database performance.	Validated
A-21	Business Analytics	Platform	Oracle BI	The system must provide the ability to generate ad hoc reports.	Validated
A-22	Business Analytics	Platform	Oracle BI	The system must provide the ability to download and save report data to individual workstations and applications.	Validated
A-23	Business Analytics	Platform	Oracle BI	The system must provide the ability to transmit reports to various designated recipients in a secure manner.	Validated
A-24	Business Analytics	Platform	Oracle BI	The system must provide the ability to roll-up (summarize data) and drill-down (view details) in reports online.	Validated
A-25	Business Analytics	Platform	Oracle BI	The system must provide the ability to schedule the generation of reports at specific times.	Validated
A-26	Business Analytics	Platform	Oracle BI	The system must provide the ability to notify and distribute reports based on user specified criteria.	Validated
A-27	Business Analytics	Platform	Oracle BI	The system must provide the ability to organize reports into a shared list (library).	Validated
A-28	Business Analytics	Platform	Oracle BI	The system must restrict access to the shared list (library) or items within a shared list (library) to designated users.	Validated
A-30	Business Analytics	Platform	Oracle BI	The system must provide the ability to sort data within reports in multiple ways.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
A-31	Business Analytics	Platform	Oracle BI	The system must provide the ability to present data in graphical or chart format.	Validated
A-32	Business Analytics	Platform	Oracle BI	The system must provide the ability to limit report views based on user security / access rights.	Validated
A-33	Business Analytics	Platform	Oracle BI	The system must allow the user to export formatted reports from the system in industry standard formats.	Validated
A-34	Data Processing	Data Upload	Informatica	Allow uploads from authorized sources of data necessary to operate the Exchange	Validated
A-01	AUDIT: DATA QUALITY	Data Quality	Oracle Enterprise Data Quality	Perform periodic analysis of data for accuracy and potential individual contact for verification, and potentially, follow-up on incomplete information (e.g., dummy DOB or SSN)	Validated
A-02	AUDIT:ELIGIBILITY DETERMINATION	Eligibility Determination	OneGate	Maintain data to produce a report of the outcomes of rules execution for all eligibility determinations (positive or negative) for appeals research and to analyze correctness of eligibility functionality.	Validated
A-19	BUSINESS ANALYTICS: SHOP, EE, PLAN MANAGEMENT	SHOP, EE,Plan Management	Oracle BI	The specific BI requirements for Exchange data have not been identified, but it will involve KPI definition, trend analysis, forecasting, statistical analysis, and aggregation of eligibility, enrollment and plan data. This data will include, but is not limited to: - Cost breakdown per individual - Cost breakdown per employee (SHOP) - Cost breakdown per employer - Plan data - Individual and employee financial data - Premium and CSR subsidy data - Enrollment data - Enrollee demographics	Validated
A-20	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The business analytics solution for the Exchange should not impact transactional database performance.	Validated
A-21	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to generate ad hoc reports.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
A-22	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to download and save report data to individual workstations and applications.	Validated
A-23	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to transmit reports to various designated recipients in a secure manner.	Validated
A-24	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to roll-up (summarize data) and drill-down (view details) in reports online.	Validated
A-25	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to schedule the generation of reports at specific times.	Validated
A-26	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to notify and distribute reports based on user specified criteria.	Validated
A-27	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to organize reports into a shared list (library).	Validated
A-28	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must restrict access to the shared list (library) or items within a shared list (library) to designated users.	Validated
A-30	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to sort data within reports in multiple ways.	Validated
A-31	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to present data in graphical or chart format.	Validated
A-32	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must provide the ability to limit report views based on user security / access rights.	Validated
A-33	BUSINESS ANALYTICS: PLATFORM	Platform	Oracle BI	The system must allow the user to export formatted reports from the system in industry standard formats.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
CACM-19	Consumer Assistance	Case Management - Administration	OneGate	The system must provide queries/reports to track and manage complaint workload, disposition, assignments and status	Validated
CAG-17	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The shall provide the capability to report complaint and appeals data in real time and on a historical basis.	Validated
CAG-25	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall collect and report on call center metrics for the purposes of identifying outreach and education opportunities	Validated
CAG-26	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall collect and report on website usage metrics including standard analytic metrics	Validated
CAG-27	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall collect and report on user demographics as feasible from web and call center interactions for the purposes of informing education and outreach activities	Validated
CAG-28	Consumer Assistance	Outreach / Education	Siebel Public Sector CRM	The system shall collect and report on Navigator web and call center interactions for the purposes of informing education and outreach opportunities.	Validated
CAG-43	Consumer Assistance	Reporting	Siebel Public Sector CRM	The system shall generate ad-hoc and standard reports in real time as well as historical for incoming and outgoing contacts.	Validated
CAG-44	Consumer Assistance	Reporting	Siebel Public Sector CRM	The system shall report on multiple data points: volume of contacts, by contact type, reason for contact, type of consumer, complaints, appeals, resolution, transfers to other programs, consumer satisfaction, by agent, specified time frames, fair hearing, grievances.	Validated
CAG-45	Consumer Assistance	Reporting	Siebel Public Sector CRM	The system shall have the ability to extract data in user friendly formats, such as Excel.	Validated
CAN-08	Consumer Assistance	Navigators	OneGate	Track the number of persons assisted by each Navigator on a monthly basis and produce detailed reports on such activity.	Duplicate
CAN-09	Consumer Assistance	Navigators	OneGate	Generate reports by Navigator; determining effectiveness by community, population, enrollment.	Duplicate
CAN-10	Consumer Assistance	Navigators	OneGate	Track Navigator performance metrics as defined by the state to determine effectiveness of Navigator or use incentive based compensation (e.g.., number of enrollees, referrals, problem resolution, etc.)	Validated
EN-36	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Periodically and on an ad hoc basis provide electronic report to issuers about individual QHP enrollment data	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EN-38	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Generate report of periodic issuer reconciliation to CMS	Validated
EN-39	Eligibility and Enrollment	Periodic Reporting	OneGate	Generate annual report to individual about QHP enrollment	Deferred
EN-40	Eligibility and Enrollment	Periodic Reporting	Oracle BI	Generate annual report to IRS about QHP enrollment	Deferred
PM-053	Plan Management	Evaluate QHP Issuer Application	TBD	Provide the ability to compile Issuer and product plan application evaluation results	Deferred

PM-101	Plan Management	Collect and Aggregate Plan Data	SERFF	Provide functionality to periodically submit required data to the appropriate CMS system for plan management and fiscal management functions including but not limited to reporting on the following data:
				- Issuer data
				- Plan data including
				  - Benefits structure
				  - rates
				  - enrollment
					Validated

PM-104	Plan Monitoring	Monitor Issuer/Plan Compliance	TBD	Provide analytical queries and reports to analyze plan compliance and monitoring data	Deleted
PM-106	Plan Monitoring	Monitor Issuer/Plan Compliance	TBD	Provide the ability to analyze, display and report on performance data provided by Issuers	Deferred
PM-134	Plan Management	Maintain Operational Data	Siebel Public Sector CRM	Provide queries/reports to track and manage complaint workload, disposition, assignments and status	Validated
PM-135	Plan Management	Maintain Operational Data	Siebel Public Sector CRM	Provide sorts/reports/queries to support summarizing and analyzing complaints and complaint trends by a variety of complaint data attributes.	Validated
PM-136	Plan Management	Maintain Operational Data	Siebel Public Sector CRM	Publish approved complaint data summaries on the Exchange web portal for customer review , and to support transparency.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-157	Plan Management	Maintain Operational Data	TBD	Provide analytic tools/reports/queries to support determining provider coverage adequacy of a plan by a variety of complaint data attributes including adequate coverage by geography and specialty	Deferred
PM-158	Plan Management	Maintain Operational Data	TBD	The system must provide analytic tools/reports/queries to support determining Issuer/plan compliance with Exchange rules/policy	Deleted
PM-159	Plan Management	Maintain Operational Data	TBD	The system must provide analytic tools/reports/queries to support determining provider coverage adequacy of the Exchange plan portfolio by a variety of complaint data attributes.	Deleted
PM-160	Plan Management	Maintain Operational Data	OneGate	Upon authorized approval, the updated Provider Network for a plan or Issuer must be able to be published to the Exchange website for view by consumers.	Validated
PM-170	Plan Management	Maintain Operational Data	TBD	Provide tools/sorts/reports/queries to support summarizing and analyzing transparency and quality data	Validated
RP-01	Reporting	Business Analytics	Oracle BI	Provide a business analytics solution for the Exchange that will use a data warehouse for business intelligence, predictive analytics, and reporting.	Validated
RP-02	Reporting	Business Analytics	Oracle BI	Enable ad hoc query and reporting capability by authorized users	Validated
RP-03	Reporting	Business Analytics	Oracle BI	Store and recall saved queries created by authorized users	Validated
RP-04	Reporting	Business Analytics	Oracle BI	Track and maintain history of all ad hoc queries and reports run within the system	Validated
RP-05	Reporting	Business Analytics	Oracle BI	The data warehouse must, at a minimum, include the following dimensions: - Demographic dimension - Geographic dimension (including the entire State of VT)	Validated
RP-06	Reporting	Eligibility and Enrollment	Premium Provider / OneGate / other approach	Generate a report to a qualified health plan issuer regarding the Exchange's records of current enrollment with the qualified health plan issuer. This report is used to reconcile enrollment records between the Exchange and the qualified health plan issuer.	Duplicate

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
RP-07	Reporting	Financial Management	Premium Provider / OneGate / other approach	Provide summary reporting tools to the Exchange to be able to support reporting to various stakeholders on: plans, benefits, plan rates, premium costs, any administrative costs if known; issuer information; plan enrollment information	Validated
RP-08	Reporting	Financial Management	Oracle BI	Provide Exchange Enrollee Data to Risk Adjustment Entity	Deleted
RP-09	Reporting	Financial Management	Oracle BI	Generate Monthly Report on Individual Enrollment in Qualified Health Plan	Validated
RP-10	Reporting	Financial Management	Oracle BI	Generate report of Individual Premium Payment History to CMS	Validated
RP-11	Reporting	Financial Management	Oracle BI	Generate and Send Enrollment Discrepancy Reports to Issuer and CMS	Validated
RP-12	Reporting	Financial Management	Oracle BI	The Exchange will provide detail reports to support and reconcile the Annual Financial Report.	Validated
RP-13	Reporting	Plan Management	Oracle BI	Provide regular reporting on Plan Data to CMS. Schema should include: Enrollment, Cost and administrative per plan, Issuers, Plans, Benefit structure, Plan rates, Complaints	Validated
RP-14	Reporting	Plan Management	Oracle BI	Report on transparency and quality data to CMS	Validated
RP-15	Reporting	Plan Management	Oracle BI	Send notification of Change in Enrollment Availability to CMS	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
RP-16	Reporting	Plan Management	Oracle BI	Provide the ability the plan information on the public exchange view, including data such as: - Plan title and description - Plan quality rating - Plan providers - Out of pocket limits - Annual deductible - Doctor Choice - Prescription Choice - Monthly Premium - Applicants Denied - Plan Details - to be determined - Link to Issuer/Plan website - Medical loss ratio - Transparency in coverage - Summary in benefits and coverage - Levels of coverage - Availability of in-network and out-of-network providers	Validated

RP-17	Reporting	Plan Management	Oracle BI	Provide periodic report to the Federal Data Services Hub to submit required data to CMS, but not limited to:
				- Issuer data
				- Plan data including
				  - Benefits structure
				  - rates
				  - enrollment
					Validated

RP-18	Reporting	Plan Management	CGI Plan Management	The system must provide a compliance dashboard to indicate compliance analysis progress on Issuers/plans and the results of the compliance analysis through the compliance process	Deleted
RP-19	Reporting	Plan Management	Oracle BI	The system must provide a Issuer performance indicator dashboard to aggregate performance data and display summary performance information by Issuer/Plan	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
RP-20	Reporting	Plan Management	CGI Plan Management	Provide interface/query to Federal Data Services Hub to return data about an Issuer - data could include: - Premium review results - Complaints - Rates of app denial - Claims processing timeliness - Claims denials - Quality reporting	Validated
RP-21	Reporting	Plan Management	CGI Plan Management	Reporting on historical plan acceptance criteria	Validated
RP-22	Reporting	Plan Management	CGI Plan Management	Retain and report on periodic historical plan quality ratings as determined by the Exchange.	Validated
RP-23	Reporting	Plan Management	CGI Plan Management	The system must be able to display a variety of data about a plan to help determine the decision to renew including: - Issuer Performance Data - Quality Data - Complaint Data - Coverage data - Benefits and rates	Validated
RP-24	Reporting	Plan Management	Siebel Public Sector CRM	The system must be able to track and manage complaints and consumer feedback about Issuers filed through the Exchange.	Validated
RP-25	Reporting	Plan Management	Siebel Public Sector CRM	The system must report on Exchange user complaint data on a periodic basis. Complaint data can include: - Issuer - Number of complaints - Complaint type - Complaint description/detail	Validated
SH-131	Small Business	Update Employee Application	OneGate	Report employer contact information changes to the Issuer.	Validated
SH-194	Small Business	Employee Enrollment in QHP	OneGate	Prepare a communication to Issuer regarding employee enrollment in QHP	Validated
SH-197	Small Business	Employee Enrollment in QHP	OneGate	Provide notification to CMS regarding employee enrollment	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-205	Small Business	Disenroll Employee in QHP	OneGate	Prepare a notice to CMS with a minimum data set of information regarding an employee's disenrollment from a qualified health plan through the Exchange. This information is used for tax administration, as applicable.	Validated
SH-210	Small Business	Disenroll Employee in QHP	OneGate	If an employee has an involuntary disenrollment through the Exchange, prepare communication to the Issuer to terminate the employee.	Validated
SH-212	Small Business	Disenroll Employee in QHP	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an employee's termination from a qualified health plan through the Exchange. This information is used for tax administration, etc., as applicable.	Validated
SH-232	Small Business	Change Reporting	3rd Party Premium Processor	Prepare and send monthly report to employer with the insurance bill, indicating changes to their employee enrollment list. Some of these changes will result from the employee's reporting of Qualifying Events.	Validated
SH-236	Small Business	Change Reporting	3rd Party Premium Processor	Report employee contact information changes to the Issuer.	Validated
WP-50	Web Portal	User Customization	OneGate	Provide a dashboard of key information and metrics for "super users" including electronic notice posting area.	Validated
NO-1	Notification	UX	OneGate	Users of the Exchange Web portal can view the history of all communication between the Exchange and the individual online	Validated
NO-2	Notification	Notification Engine	Thunderhead NOW	Provide the capability to target noticing at a family/household or individual level	Validated
NO-3	Notification	Notification Engine	Thunderhead NOW	Support the message body in a variety of formats including, but not limited to text, RTF, or HTML	Validated
NO-4	Notification	Notification Engine	Thunderhead NOW	Provide the capability to pass parameters to both the title and the body of the notification	Validated
NO-5	Notification	Notification Engine	Thunderhead NOW	Include graphics capability for notifications	Validated
NO-6	Notification	Notification Engine	Thunderhead NOW	Enforce size requirements on messages as defined by the Exchange	Validated
NO-7	Notification	Notification Engine	Thunderhead NOW	Recognize "opt-out" flags attached to individual records and suppress notifications to those individuals	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-8	Notification	Notification Engine	Thunderhead NOW	Recognize and "invalid e-mail" flag and suppress notifications to those addresses	Validated
NO-9	Notification	Notification Engine	Thunderhead NOW	Filter out and suppress live e-mails for notification test instances	Validated
NO-10	Notification	Notification Engine	Thunderhead NOW	Assign a notification ID (notification event) and include on all messages as determined by the Exchange	Validated
NO-11	Notification	Notification Engine	Thunderhead NOW	Support barcoding of outgoing notifications	Validated
NO-12	Notification	Notification Engine	Thunderhead NOW	Provide the capability to include both dynamic and static attachments	Validated
NO-13	Notification	Notification Engine	Thunderhead NOW	Allow for embedded links within notification message	Validated
NO-14	Notification	Notification Engine	Thunderhead NOW	Provide tools to manage e-mail "bouncebacks", including the ability to parse the "bounceback" message for actions	Validated
NO-15	Notification	Notification Engine	Thunderhead NOW	Provide the capability to include the message ID in the notification subject line	Validated
NO-16	Notification	Financial Management	Premium Processor / OneGate / other options	Notify Employer of Payment Discrepancy	Duplicate
NO-17	Notification	Financial Management	Premium Processor / OneGate / other options	Provide Invoices to Individuals	Duplicate
NO-18	Notification	Financial Management	Premium Processor / OneGate / other options	Provide notifications to employees of payment discrepancy from Small Business	Duplicate
NO-19	Notification	Financial Management	Premium Processor / OneGate / other options	Provide notification to individuals of payment discrepancy from Exchange	Duplicate
NO-20	Notification	Financial Management	Premium Processor / OneGate / other options	The Issuer invoice will be generated and a Notification sent to the Issuer.	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-21	Notification	Financial Management	Premium Processor / OneGate / other options	Communicate to the Exchange of the discrepancy.	Duplicate
NO-22	Notification	Financial Management	Premium Processor / OneGate / other options	Send notification of unpaid premiums to employers.	Duplicate
NO-23	Notification	Financial Management	Premium Processor / OneGate / other options	The invoice notification would include a link to login to the Exchange and make an electronic payment.	Duplicate
NO-24	Notification	Eligibility and Enrollment	OneGate	Produce a mailed, written notice to the individual to provide additional verifications; the automated written notice shall include: - Individual name - Address - Unique identifier - Information requested - Due date based on date of initial application	Validated
NO-25	Notification	Eligibility and Enrollment	OneGate	Send notification for change in individual's Eligibility Status	Validated
NO-26	Notification	Eligibility and Enrollment	OneGate	When additional verification is required, provide on-screen notification to individual to supply additional verifications through the exchange.	Validated
NO-27	Notification	Eligibility and Enrollment	OneGate	Generate on-screen notification to individuals who select at Tax Credit Advance of the possibility of tax penalties / liabilities at time of tax filing should their annual income increase.	Duplicate
NO-28	Notification	Eligibility and Enrollment	Premium Processor / OneGate / other options	Prepare an electronic, real-time transmission of information necessary in order for the qualified health plan issuer to provide a welcome package and identification card to the individual and to implement advance premium tax credits and cost-sharing reductions, as applicable.	Duplicate

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-29	Notification	Eligibility and Enrollment	OneGate	Generate communication to individual requesting additional documentation to support his/her attestation of annual / monthly income. This should only occur when the Exchange is not able to verify income via authoritative sources.	Validated
NO-30	Notification	Eligibility and Enrollment	OneGate	Prepare and provide communication to individuals about a mid-year plan decertification and notify need for plan selection / enrollment.	Validated
NO-31	Notification	Eligibility and Enrollment	OneGate	Prepare written and on-screen notification to individuals regarding eligibility for enrollment periods.	Validated
NO-32	Notification	Eligibility and Enrollment	Premium Processor / OneGate / other options	Prepare an electronic notice to CMS with a minimum dataset of information regarding an individual's enrollment in a qualified health plan through the Exchange. This information is used to generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Duplicate
NO-33	Notification	Eligibility and Enrollment	Premium Processor / OneGate / other options	Provide notification to the issuer of an individual's selected qualified health plan regarding changes to the individual's information, including to his or her levels of advance premium tax credits or cost-sharing reductions, or regarding a decision by an individual to renew his or her enrollment in the qualified health plan.	Duplicate
NO-34	Notification	Eligibility and Enrollment	Oracle BI	Notify CMS regarding reconciled periodic enrollment information. This information is used to generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Validated
NO-35	Notification	Eligibility and Enrollment	OneGate	If an individual initiates a voluntary disenrollment through the Exchange and not directly with the Issuer, produce an electronic notification to the Issuer to disenroll an individual.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-36	Notification	Eligibility and Enrollment	Premium Processor / OneGate / other options	Prepare a notice to CMS with a minimum dataset of information regarding an individual's disenrollment from a qualified health plan through the Exchange. This information is used to adjust payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Validated
NO-37	Notification	Eligibility and Enrollment	OneGate	Generate written and on-screen notification of the result of an individual's eligibility determination (including information such as individuals evaluated, MAGI used for basis of determination, period of eligibility, etc.) Notifications must align with currently established eligibility notices for Medicaid and CHIP.	Validated
NO-38	Notification	Eligibility and Enrollment	OneGate	Provide electronic notification to CMS of the result of an individual's eligibility determination.	Duplicate
NO-39	Notification	Eligibility and Enrollment	Siebel Public Sector CRM	Generate a notification to CMS of any completed appeals decisions.	Validated
NO-40	Notification	Eligibility and Enrollment	OneGate	Send a formal, written notice to a individual's mailing address summarizing eligibility determination for individual exemption	Duplicate
NO-41	Notification	Eligibility and Enrollment	OneGate	Send an automated transaction individuals who have been determined as exempt or not exempt to CMS	Validated
NO-42	Notification	Eligibility and Enrollment	OneGate	Send a formal, written notice to a individual's mailing address summarizing eligibility determination for individual exemption	Duplicate
NO-43	Notification	Small Business	OneGate	Upon submittal of initial Employer Application, provide email and written notification to employees (as identified on the employee roster) to elect for or opt-out of employer sponsored coverage. Notification should also provide instructions and information to the employee about the open enrollment period and SHOP website access.	Validated
NO-44	Notification	Small Business	OneGate	Provide ability to generate on-screen and written notification to employers who select at Small Business Tax Credit of the possibility of tax penalties / liabilities at time of tax filing should their business size or income change.	Validated

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-45	Notification	Small Business	OneGate	Produce a mailed, written notice to the employer to provide additional verifications; the automated written notice shall include: - Employer name - Address - Unique identifier, potentially - Employer EIN - Information requested - Due date based on date of initial application	Validated
NO-46	Notification	Small Business	OneGate	If an employer has an involuntary termination through the Exchange, produce an electronic notification to the Issuer to terminate the employer. Also produce an electronic notification to the employer's employees to inform them of the employer termination.	Validated
NO-47	Notification	Small Business	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an employer's involuntary termination from a qualified health plan through the Exchange. This information may be used for small business tax credits, as well as for individual mandates, etc., as applicable.	Validated
NO-48	Notification	Small Business	OneGate	Produce written notification / request for employers to verify key eligibility factors (continue to has a current EIN, etc.) for the purposes of annual eligibility / participation renewal and report changes if necessary.	Validated
NO-49	Notification	Small Business	OneGate	Produce a notice of annual open enrollment.	Validated
NO-50	Notification	Small Business	OneGate	In all notices produced by the Exchange regarding eligibility determination, notify employers to their rights and responsibilities (including a right to appeal eligibility decisions).	Validated
NO-51	Notification	Small Business	Siebel Public Sector CRM	Generate a formal written notice informing an employer of the details of an appeal decision.	Validated
NO-52	Notification	Small Business	Siebel Public Sector CRM	Generate a notification to CMS of any completed appeals decisions.	Validated
NO-53	Notification	Small Business	OneGate	Generate a notification to an employer regarding the employer's adjusted eligibility determination based on the employer's Exchange eligibility appeal decision.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-54	Notification	Small Business	OneGate	Produce a mailed, written notice to the employee to provide additional verifications; the automated written notice shall have the capability to include: - Employee name - Employee Address - Social security number - Other Employee Contact Information - Employer Name - Worksite Address - Enrollees' dependent Information - Information requested - Due date based on date of initial application - Unique identifier, if required	Validated
NO-55	Notification	Small Business	OneGate	Generate written and on-screen notification of the result of an employee's eligibility determination	Validated
NO-56	Notification	Small Business	OneGate	Produce an automated and real-time, electronic notification of plan selection.	Validated
NO-57	Notification	Small Business	OneGate	If an employee initiates a voluntary disenrollment through the Exchange, produce an electronic notification to the employee's employer to inform them of the employee disenrollment.	Validated
NO-58	Notification	Small Business	OneGate	If an employee initiates a voluntary disenrollment through the Exchange, produce an electronic notification to the Issuer to disenroll the employee.	Validated
NO-59	Notification	Small Business	OneGate	Prepare a notice to CMS with a minimum dataset of information regarding an employee's disenrollment from a qualified health plan through the Exchange. This information is used for tax administration, as applicable.	Validated
NO-60	Notification	Small Business	OneGate	If an employee has an involuntary disenrollment through the Exchange, produce an electronic notification to the employee to inform the employee of the employee disenrollment.	Validated
NO-61	Notification	Small Business	OneGate	If an employee has a disenrollment through the Exchange, produce an electronic notification to the employee's employer to inform them of the employee termination and alternative insurance options.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-62	Notification	Small Business	OneGate	Produce written notification / request for employee to verify key eligibility factors for the purposes of annual eligibility / enrollment renewal and report changes if necessary.	Validated
NO-63	Notification	Small Business	OneGate	Produce a notice of annual open enrollment.	Duplicate
NO-64	Notification	Small Business	OneGate	Process notification notifying employer of coverage for employees. Also, communicate any next steps required by the employer.	Validated
NO-65	Notification	Small Business	OneGate	Provide capability to generate a notification to CMS of any completed appeals decisions.	Duplicate
NO-66	Notification	Small Business	OneGate	Generate a notification to an employee regarding the employee's adjusted eligibility determination based on the employee's Exchange eligibility appeal decision.	Validated
NO-67	Notification	Small Business	OneGate	Prepare and send communication to the employer regarding changes to the Employer's worksite locations.	Validated
NO-68	Notification	Small Business	OneGate	Prepare and send communication to the employer regarding changes to the employer's employee roster.	Validated
NO-69	Notification	Small Business	OneGate	Prepare and send communication to the employee regarding changes to the Employee contact information.	Validated
NO-70	Notification	Small Business	OneGate	Report employee contact information changes to the Issuer.	Validated
NO-71	Notification	Small Business	OneGate	Prepare and send communication to the employee regarding changes to the employee's account due to a Qualifying Event.	Validated
NO-72	Notification	Small Business	OneGate	Prepare and send monthly report to employer with the insurance bill, indicating changes to their employee enrollment list. Some of these changes will result from the employee's reporting of Qualifying Events.	Validated
NO-73	Notification	Small Business	OneGate	Process notification notifying employer of coverage for employees. Also, communicate any next steps required by the employer.	Duplicate
NO-74	Notification	Plan Management	CGI Plan Management	Provide the ability to generate letter of denial indicating that an Issuer and/or Plan has not been accepted into the Exchange	Deleted
NO-75	Notification	Plan Management	CGI Plan Management	Produce electronic and paper notices for Issuers indicating the results of the compliance and quality reviews, i.e. the compliance and quality rating determination	Deferred

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-76	Notification	Plan Management	CGI Plan Management	Produce electronic and paper notices to Issuers when a plan is not renewed to be in the Exchange	Deleted
NO-77	Notification	Plan Management	CGI Plan Management	Upon request, generate and send renewal request to Issuers about the plans desired to be renewed, requesting a notification of intent to renew.	Deleted
NO-78	Notification	Plan Management	CGI Plan Management	Upon request, generate and send non-renewal notices to Issuers about the plans not be renewed.	Deleted
NO-79	Notification	Plan Management	CGI Plan Management	Upon request, generate and send electronic decertification notices to Issuers about the plans to be decertified.	Deleted
NO-80	Notification	Plan Management	CGI Plan Management	Upon request, generate and send letter (mail) decertification notices to Issuers about the plans to be decertified.	Deleted
NO-81	Notification	Plan Management	CGI Plan Management	Provide the ability to send electronic notification to the Insurance Division about a non-renewal or decertification of a plan.	Deleted
NO-82	Notification	Plan Management	CGI Plan Management	Provide the ability to send electronic notification to the appropriate CMS system for plan management and fiscal management functions about a non-renewal or decertification of a plan.	Validated
NO-83	Notification	Plan Management	CGI Plan Management	Recertify the plan and notify issuers consistent with the initial certification process.	Deleted
NO-84	Notification	Plan Management	CGI Plan Management	Update CMS with plan certified plan information consistent with the initial certification process	Validated
NO-85	Notification	Plan Management	CGI Plan Management	Upon rate approval, send updated plan/rate/benefit data to the appropriate CMS system for plan management and fiscal management functions for determination of silver plans.	Validated
NO-86	Notification	Plan Management	CGI Plan Management	If a rate increase is denied, generate a denial notice to the issuer both electronically, and as a formal notice that can be mailed.	Deleted
NO-87	Notification	Plan Management	CGI Plan Management	If a rate increase is approved, generate an approval notice to the issuer both electronically, and as a formal notice that can be mailed.	Deleted
NO-88	Notification	Plan Management	CGI Plan Management	Screen submitted rate and benefit data and provide formatting error information back to the Issuer if data format is not correct	Deleted
NO-89	Notification	Plan Management	CGI Plan Management	Provide the ability to provide submitted rate and benefit data to the Insurance Division system electronically	Deleted

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-90	Notification	Plan Management	CGI Plan Management	Registered Navigators/Brokers must be able to subscribe to Exchange notifications	Validated
NO-91	Notification	Plan Management	CGI Plan Management	Produce electronic or paper notices for Issuers indicating the results of the compliance and quality reviews, i.e. the compliance and quality rating determination	Duplicate
NO-92	Notification	Plan Management	CGI Plan Management	Produce electronic or paper notices to Issuers when a plan is not renewed to be in the Exchange	Duplicate
NO-93	Notification	Plan Management	CGI Plan Management	Produce electronic or paper notices to Issuers when a plan is not decertified from Exchange	Deleted
NO-94	Notification	Plan Management	CGI Plan Management	Record the plan or issuer decertification event and status information, including date, reason/rationale.	Deleted
NO-95	Notification	Plan Management	CGI Plan Management	Produce electronic notification to the Insurance Division when a Issuer/plan is not renewed or is decertified from the Exchange	Deleted
NO-96	Notification	Plan Management	CGI Plan Management	Produce electronic notification to CMS when an Issuer/plan is not renewed or is decertified from the Exchange	Validated
NO-97	Notification	Plan Management	CGI Plan Management	Generate and send renewal request to Issuers about the plans desired to be renewed, requesting a notification of intent to renew.	Duplicate
NO-98	Notification	Plan Management	CGI Plan Management	Upon request, generate and send non-renewal notices to Issuers about the plans not be renewed.	Duplicate
NO-99	Notification	Plan Management	CGI Plan Management	Upon request, generate and send electronic decertification notices to Issuers about the plans to be decertified.	Duplicate
NO-100	Notification	Plan Management	CGI Plan Management	Upon request, generate and send letter (mail) decertification notices to Issuers about the plans to be decertified.	Duplicate
NO-101	Notification	Plan Management	CGI Plan Management	Provide the ability to send electronic notification to the Insurance Division about a non-renewal or decertification of a plan.	Duplicate
NO-102	Notification	Plan Management	CGI Plan Management	Provide the ability to send electronic notification to the appropriate CMS system for plan management and fiscal management functions about a non-renewal or decertification of a plan.	Duplicate
NO-103	Notification	Plan Management	CGI Plan Management	Generate re-amendment notification and information storage consistent with the initial certification amendment process.	Deferred
NO-104	Notification	Plan Management	CGI Plan Management	Update CMS with plan certified plan information consistent with the initial certification process	Duplicate

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
NO-105	Notification	Plan Management	CGI Plan Management	Provide notices to be sent to plan consumers if a provider network change requires consumer notification.	Deleted
NO-106	Notification	Plan Management	CGI Plan Management	Notify authorized Exchange users when an Issuer has updated any Issuer, plan and provider data	Deleted
NO-107	Notification	Plan Management	CGI Plan Management	Authorized Exchange users must automatically receive notification that an enrollment request has been received.	Deleted
NO-108	Notification	Plan Management	CGI Plan Management	Generate an electronic notification to the Insurance Division indicating the plan enrollment status upon approval of the enrollment change request.	Deleted
NO-109	Notification	Plan Management	CGI Plan Management	Approval of the enrollment change request must generate an electronic notification to Exchange issuers indicating the plan enrollment status	Validated
NO-110	Notification	Plan Management	CGI Plan Management	Approval of the enrollment change request must generate an electronic notification to registered Navigators/Brokers indicating the plan enrollment status	Validated
NO-111	Notification	Plan Management	CGI Plan Management	Approval of the enrollment change request must send an update transaction to the appropriate CMS system for plan management and fiscal management functions indicating the plan enrollment status change and other information required by CMS	Validated
NO-112	Notification	Plan Management	CGI Plan Management	Approval or disapproval of the enrollment change request must send notification to the requesting Issuer.	Validated
PM-175	Plan Management	Process Change in Plan Enrollment Availability	Manual	Provide automatic notification to authorized Exchange users indicating that an enrollment request has been received.	Duplicate
PM-178	Plan Management	Process Change in Plan Enrollment Availability	Manual	Upon approval of the enrollment change request, generate an electronic notification to Exchange Issuers indicating the plan enrollment status	Duplicate

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
PM-179	Plan Management	Process Change in Plan Enrollment Availability	TBD	Upon approval of the enrollment change request, generate an electronic notification to registered Navigators/Brokers indicating the plan enrollment status	Duplicate
PM-181	Plan Management	Process Change in Plan Enrollment Availability	Manual	Upon approval or disapproval of the enrollment change request, generate notification to the requesting Issuer.	Duplicate
CAG-18	Consumer Assistance	Complaints / Appeals	Siebel Public Sector CRM	The system shall provide notifications to the appropriate parties upon the following key events in the complaint/appeal process: - Receipt of complaint/appeal - Status Change - Resolution	Validated
SH-122	Small Business	Appeal Small Business Eligibility Decision	OneGate	Generate a notification to CMS of appeals decisions in which a renewal is denied.	Validated
SH-126	Small Business	Periodic Reporting and Reconciliation	OneGate	Prepare and send communication to the employer regarding changes to the employer's employee roster.	Validated
SH-128	Small Business	Change Reporting/Periodic Reporting	OneGate	Provide capability to prepare and send information-only communication to the employer regarding potential changes to their Tax Credit Eligibility due to a change in the employee roster. Provide a link to IRS website for additional information regarding the Small Business Tax Credit.	Deferred
SH-132	Small Business	Update Employee Application	OneGate	Prepare and send communication to the employer regarding changes to the Employer contact information.	Validated
SH-136	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide notification to employers when annual election period is approaching	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-137	Small Business	Renew / Redetermine Employer Participation	OneGate	Provide an immediate message to the employer warning about likely termination if they provide a primary worksite location or principal business address that is outside of the state.	Deleted
SH-140	Small Business	Renew / Redetermine Employer Participation	OneGate	Prepare and send communication to the employer regarding changes to the Employer's worksite locations.	Validated
SH-150	Small Business	Determine Employee Eligibility	OneGate	Inform employees that may be eligible for subsidized coverage at a lower premium and allow for an individual eligibility determination.	Validated
SH-191	Small Business	Employee Selects QHP	OneGate	Produce an automated and real-time, electronic notification of plan selection.	Validated
SH-196	Small Business	Employee Enrollment in QHP	OneGate	Provide notification of successful enrollment to employee	Validated
SH-200	Small Business	Disenroll Employee in QHP	OneGate	If an employee initiates a voluntary disenrollment through the Exchange, produce an electronic notification to the employee's employer to inform them of the employee disenrollment.	Validated
SH-201	Small Business	Disenroll Employee in QHP	OneGate	If an employee initiates a voluntary disenrollment through the Exchange, produce an electronic notification to the Issuer to disenroll the employee.	Validated
SH-207	Small Business	Disenroll Employee in QHP	OneGate	If an employee has a disenrollment through the Exchange, produce an electronic notification to the employee's employer to inform them of the employee termination and alternative insurance options.	Validated
SH-208	Small Business	Disenroll Employee in QHP	OneGate	If an employee has an involuntary disenrollment through the Exchange, produce an electronic notification to the employee to inform the employee of the employee disenrollment.	Duplicate
SH-213	Small Business	Renew Employee QHP Participation	OneGate	Provide automatic renewal notice to employees	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
SH-217	Small Business	Update Employee Application / Renew Employee QHP Participation	OneGate	Produce written notification / request for employee to verify key eligibility factors for the purposes of annual eligibility / enrollment renewal and report changes if necessary.	Validated
SH-219	Small Business	Renew Employee QHP Participation	OneGate	Produce a notice of annual open enrollment.	Validated
SH-220	Small Business	Renew Employee QHP Participation	OneGate	Produce notification to employees regarding the number of days left for open enrollment.	Validated
SH-233	Small Business	Change Reporting	OneGate	Prepare and send communication to the employee regarding changes to the employee's account due to a Qualifying Event.	Validated
SH-237	Small Business	Change Reporting	OneGate	Prepare and send communication to the employee regarding changes to the Employee contact information.	Validated
EL-16	Eligibility and Enrollment	Individual Exemption from Responsibility	OneGate	Send real-time, automated notifications and written notices to Individuals of CMS determinations of exemption status, and update individual accounts accordingly.	Validated
EL-17	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Provide the ability to generate online and written notification of the result of an Individual's eligibility determination, including the basis for denial if denied coverage.	Validated
EL-22	Eligibility and Enrollment	Individual Application & Submit Update	CGI	Send notifications to the Individuals regarding the enrollment process and the status of their application.	Validated
EL-20	Eligibility and Enrollment	Individual Application & Submit Update	CGI	Send notifications to the Individuals who have not completed their applications informing them of the expiration date.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
EL-19	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Send notifications to the Individuals, alerting them to submit required eligibility or verification information.	Duplicate
EL-21	Eligibility and Enrollment	Individual Application & Submit Update	OneGate	Send notifications to the Individuals, Exchange Staff, Brokers, and Navigators of changes to Individuals' applications.	Validated
EL-51	Eligibility and Enrollment	Participation in the Exchange	OneGate	Produce an immediate on-screen notification of a positive incarceration data match, and allow the Individual of ability to provide alternate documentation or an attestation of incarceration status.	Validated
EN-8	Eligibility and Enrollment	Plan Selection	OneGate	Generate written notification to individuals who select at Tax Credit Advance of the possibility of tax penalties / liabilities at time of tax filing should their annual income increase.	Validated
EN-34	Eligibility and Enrollment	Enrollment	OneGate	Prepare written notification to individuals regarding eligibility for enrollment periods.	Duplicate
EL-56	Eligibility and Enrollment	Individual Eligibility Determination-Verification	OneGate	Generate online or written requests to Individuals for additional documentation and allow electronic submission of documents, link to accounts, and track follow up activities.	Validated
WP-1	Web Portal	Design	OneGate	Design based on Enrollment 2014 UX project	Met
WP-2	Web Portal	Design	OneGate	Provide content specific help on screen for users	Met
WP-3	Web Portal	Design	OneGate	Provide additional language support features. At a minimum, the system should provide language "flag" icons to direct consumes in their native language to Navigator and/or Translation services	Validated
WP-4	Web Portal	Design	Siebel Public Sector CRM	Persist telephone support options on all Portal views	Met
WP-4A	Web Portal	Design	Siebel Public Sector CRM	Persist live chat support options on all Portal views	Deferred
WP-5	Web Portal	Design	OneGate	Provide trained business user portal content management capabilities	Met
WP-6	Web Portal	General	OneGate	Display general information about the state's health and human services programs publicly for all users to view without requiring a login.	Validated

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
WP-7	Web Portal	General	OneGate	Display and provide browsing capabilities on the various health options and plans available to users without requiring a login.	Validated
WP-8	Web Portal	General	OneGate	Provide robust search capability for information contained on the portal without requiring a login.	Met
WP-9	Web Portal	General	OneGate	Provide capability for users to search for Navigators using a variety of criteria without requiring a login.	Validated
WP-10	Web Portal	General	OneGate	Provide information on the procedures, including materials that will be needed to complete the application process for signing up for health coverage without requiring a login.	Validated
WP-11	Web Portal	General	OneGate	Provide users (including authorized representatives) the option to complete a pre-screening of potential eligibility for state health and human services programs via a configurable module.	Met
WP-12	Web Portal	General	OneGate	Provide an expedited expert level pre-screening function to Navigators, brokers, call center staff, and caseworkers.	Validated
WP-13	Web Portal	General	OneGate	Accept input from Navigators, caseworkers, Call Center staff and customers necessary for pre-screening.	Validated
WP-14	Web Portal	General	OneGate	Display the results of the pre-screening assessment of eligibility to Navigators, caseworkers, call center staff, and customers.	Validated
WP-15	Web Portal	General	OneGate	Provide the ability to flag any information or situations that require more detailed information and direct individuals for further assistance.	Validated
WP-16	Web Portal	General	OneGate	Support additional data-gathering regarding user experience with QHPs and/or quality of care (i.e. surveys, questionnaires, etc.)	Validated
WP-17	Web Portal	Identity	OneGate	Provide unverified exchange web portal login/accounts - Enable user to save information and return to the site without giving 'official' identity verification data (e.g. SSN, name, etc.)	Met
WP-18	Web Portal	Identity	OneGate	Provide verified Exchange web portal login/accounts with appropriate system access according to system assigned role (e.g. consumer, Navigator, Issuer, etc.) - Verified accounts are those for whom the individual identity has been verified through an authoritative source (i.e. SSN validation)	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
WP-19	Web Portal	Enrollment	OneGate	Enable individual users to self declare income information for use in plan comparison. Persist this information for later sessions if the user has created an Exchange Web Portal account	Validated
WP-20	Web Portal	Enrollment	OneGate	Enable individual users to compare plans based on factors such as -Premium/Expense (Monthly Cost, Annual Out of pocket expense, Monthly premium) - Carrier - Plan type (HMO, PPO, POS, PCCM) - Product Type (e.g. Vision, Dental, etc. - Quality Rating (0 - 4)	Met
WP-20a	Web Portal	Enrollment	OneGate	Enable individual users to compare plans based on factors such as - Medal Rating - Benefit Structure - Member-provided feedback rating	Deferred
WP-21	Web Portal	Enrollment	OneGate	Provide multiple summary and detail levels of plan comparison information	Met
WP-22	Web Portal	Enrollment	OneGate	Enable users to look up the providers that are affiliated with specific plans and affiliation type (i.e. Tiered PPO model).	Validated
WP-23	Web Portal	Enrollment	Plan Management	Provide ability for Issuers to upload supporting documentation to the plan selection tool	Validated
WP-24	Web Portal	Enrollment	OneGate	Provide a plan selection recommendation engine or wizard that can filter initial results based upon additional user preference and input.	Validated
WP-25	Web Portal	Enrollment	OneGate	Provide capability for users to download additional supporting plan documentation as provided by the Issuer	Validated
WP-26	Web Portal	Enrollment	OneGate	Provide calculator functionality for individuals to estimate their premiums including potential premium tax credit subsidies and cost sharing reductions	Validated
WP-27	Web Portal	Eligibility	OneGate	Provide a dynamic application entry engine to collect information required to determine eligibility for health and human service programs. The system shall tailor the application process based upon user response to questions.	Met

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
WP-28	Web Portal	Eligibility	OneGate	Provide a progress bar to show users where they are in the application process	Met
WP-29	Web Portal	Eligibility	OneGate	Enable individual users to submit information for eligibility, for example: - SSN - Address - Date of birth - Name - Household income	Met
WP-30	Web Portal	Eligibility	OneGate	Provide status of eligibility request received from the eligibility service	Validated
WP-31	Web Portal	Eligibility	OneGate	Display eligibility results received from the eligibility service	met
WP-32	Web Portal	Eligibility	OneGate	Enable individual users to apply for benefits eligibility using alternate income verification (i.e. paper verification).	Validated
WP-33	Web Portal	Enrollment	OneGate	Enable individual users to enroll in a plan which they have selected	Met
WP-34	Web Portal	Enrollment	OneGate	Enable individual users to reenroll (renew) in a plan which they have selected	Validated
WP-35	Web Portal	Financial Management	OneGate	Allow users to set up payment options for their selected plan(s)	Validated
WP-36	Web Portal	Financial Management	OneGate	Allow users to make recurring and scheduled electronic premium payments through the Exchange portal	Validated
WP-37	Web Portal	Financial Management	OneGate	Allow authorized users the ability to view their payment histories on the Web Portal	Validated
WP-38	Web Portal	Small Business	OneGate	Enable Employer to set up SHOP plan selection(s)	Met
WP-39	Web Portal	Small Business	OneGate	Enable Employees to compare available SHOP plans	Met
WP-40	Web Portal	Small Business	OneGate	Enable Employees to enroll or unenroll in SHOP plan	Met
WP-41	Web Portal	Small Business	OneGate	Allow employers to set up payment options for premiums	Validated
WP-42	Mobile Web Portal	Enrollment, Financial Management	OneGate	Enable users of all plans to view their enrollment and payment status, plan details, and notification history	Met

Functional Requirements

Ref Code	Category	Sub Category	Application or Module	Requirement Description "The system shall…"	Current Disposition
WP-43	Mobile Web Portal	Eligibility	OneGate	Enable users to upload eligibility documents using their camera equipped mobile device	Deferred
WP-44	Support Intranet	Security	OneGate	Provide role based access to Exchange Portal content	Met
WP-45	Web Portal	Administration	OneGate	Provide role based portal administration function	Met
WP-46	Web Portal	Financial Management	OneGate	View Invoice and invoice details for Individual, Employer and Issuers	Validated
WP-47	Web Portal	Financial Management	OneGate	Make electric payment for Individual, Employer, and Issuer	Validated
WP-48	Web Portal	Financial Management	OneGate	View notification history for Individuals, Employers, and Employees	Validated
WP-49	Web Portal	User Customization	OneGate	Provide customizable portal views and functionality based on user role for "super users" (e.g. Navigator, Broker, caseworker, etc.)	Validated
WP-51	Web Portal	User Customization	OneGate	Allow TPAs/QHP issuers to access the Exchange through a customized portal in order to add, manage, certify, recertify, and delete their health plans.	Deferred
WP-52	Web Portal	User Customization	OneGate	Allow SHOP owners access to the Exchange through a custom portal and add or manage health plan options for their employees.	Met
WP-53	Web Portal	User Customization	OneGate	Allow SHOP employees to access a custom portal where they can view and select among their plans options, enroll their family and manage changes in circumstances.	Met