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CORRESPONDENCE MEMORANDUM

DATE: April 7, 2009
TO: Group Insurance Board
FROM: Michelle Baxter, Director
Insurance Administration Bureau, Division of Insurance Services
SUBJECT: Health Insurance Enrollment, Validation, and Payment (EVP) Project Update

This memo is for the Board's information only. No action is required.

As outlined in the January 21, 2009, memo to the Board, the Department has started updating the current Health Insurance and Complaint System (HICS) and related processes. The focus of the EVP project is to improve the timeliness and accuracy of premium payments, reduce administrative efforts, and replace the current manual processing of paper documents and reports. The project consists of multiple phases scheduled to be completed during 2009 and 2010. In addition, a new inquiry application allows employers to view or download active employee eligibility data, providing an opportunity to compare ETF enrollment data to their own payroll systems. Phase 1 of the EVP project was successfully completed one week early, and work has started on Phase 2.

Phase 1 introduces new online capabilities for employers and begins streamlining manual processes by giving employers online access to HICS, allowing each employer the ability to view individual participant records, and terminate and reinstate contracts.

Phase 2 will also focus on converting from paper-based, monthly coverage reporting to a web-based system. Premiums due will be determined directly from the enrollment information within the HICS, improving the timeliness and accuracy of payments.

The project continues to focus on improving customer service by providing online services for members and employers, ensuring that participants eligible for medical and pharmacy benefits are receiving those benefits, eliminating duplication of work, and ensuring continued compliance with the Health Insurance Portability and Accountability Act (HIPAA).

I will be at the April 14, 2009, meeting to answer any questions you may have.

Reviewed and approved by Tom Korpady, Division of Insurance Services.

Signature Date

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