

## **Covered California/Contra Costa County Health Exchange Service Center**

The Health Benefit Exchange Service Center will receive calls from individuals around the State who are seeking information and assistance to enroll in a health plan, including Medi-Cal. The California Health Exchange notified all counties of the opportunity to submit proposals to operate one of three State service centers for health plan enrollment. On December 4, 2012 your Board approved the offer and proposal prepared by EHSD and authorized its submittal to the Health Exchange to operate a service center in Contra Costa County. On January 18, 2013 the Health Exchange Board voted on its intent to award the contract to our county, subject to successful contract negotiations.

### **Urgency**

- The Affordable Care Act requires that enrollment in health plans begin in October 2013. The time needed for implementing this Service Center is extremely condensed. EHSD is operating in a "high urgency" status to effect timely achievement of HBEx requirements, and compliance with Federal law.

### **Timeline**

- October 29, 2012 Request for Offers released to counties
- November 7, 2012 Bidder's Conference
- November 16, 2012 Board briefed and approval obtained to submit offer
- December 4, 2012 Board briefed on proposal
- December 7, 2012 Offers due from interested counties, ours submitted
- January 18, 2013 Notice of Intent to Award to Contra Costa posted
- January 29, 2013 Presentation to Board on Service Center Status
- February 4-5, 2013 Contract Negotiations must be concluded
- **February 12, 2013 Final approval needed from Board of Supervisors**
- February – April 2013 Building leased, tenant improvements, work stations, computers, servers and telephones installed.
- February, 2013 Service Center recruitment and hiring underway
- April, 2013 All management and support staff hired and trained
- May 2013 Successful implementation of state information technology
- June, 2013 180 frontline staff hired and trained
- July, 2013 Pilot testing of all phases of operations begins
- October 1, 2013 Service Center GO LIVE