case study:
Federal Partnership Health Insurance Marketplace

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THE CLIENT
State of Delaware, Department of Health and Social Services (DHSS)

THE PROJECT
Consulting for federal partnership health insurance marketplace support; health insurance rate review

THE OPPORTUNITY
PCG Health continues to serve as lead project manager for Delaware DHHS' establishment of a federal partnership health insurance marketplace (Marketplace), in compliance with the Patient Protection and Affordable Care Act (ACA). The project consists of several implementation efforts across multiple stakeholders.

THE APPROACH
PCG Health provides ACA subject matter and business process expertise to the Delaware Department of Insurance (DOI) for all plan management (PM)-related Marketplace activities. Our team conducted federal and state regulatory analysis and worked with state leaders to develop a variety of Marketplace policies such as the state standards for Qualified Health Plans (QHPs). We also developed the PM operational guidelines, processes, templates, and other tools to support rigorous end-to-end compliance reviews, QHP monitoring, and issuer oversight. PCG helped develop program goals, provider standards, performance metrics, and health home service definitions for the program, and provides support to both the DOI and DHHS on proposed rate increases for Marketplace QHPs. PCG will continue working with DOI to expand on and improve the quality and efficiency of it premium rate review process.

THE RESULTS
DOI has successful completed QHP review and recommendations for hundreds of health plans in the past two years, with PCG's onsite and remote technical and operational support.

With the assistance of PCG, DOI has expanded its network adequacy standards to increase scrutiny of plan networks.

Our successful efforts on health care reform and plan management activities resulted in future contracts to assist DOI with a revamp of the rate review process aimed at increasing transparency for consumers and the efficiency of the review process.