

**Vermont's Level 1 Exchange Establishment Grant  
Exchange design and development 11/29/11-11/28/12**

**Contractor #1: Wakely Consulting Group**

- Specifications for call center changes
- Design of financial functions
- Plan for financial sustainability
- Recommendations on program integrity improvements
- Recommendations for staffing levels and Exchange organization chart
- Design Exchange evaluation process
- Draft Level 2 grant application
- Design for SHOP function (Small Business Health Options)
- Recommendations for individual and employer responsibility determinations
- Review of business process flows for enrollment
- Analyses of impacts on private insurance market
  - Market impact of employer decisions to drop coverage
  - Market impact of employer decisions to self-insure and recommendations for mitigating trend
  - Survey of benefits offered in existing high-deductible plans in the Vermont small group health insurance market and their relation to federal cost-sharing requirements
- Recommendations on risk-leveling programs
- Design of certification process for Qualified Health Plans (QHPs)
- Process for customer satisfaction surveys
- Recommendations on QHP plan designs (cost-sharing at various metal levels)

**Contractor #2: Pacific Health Policy Group**

- Development of integration plan
- Development of administration simplification strategy

**Contractor #3: GMMB**

- Design of navigator program
- Development of strategic plan for outreach and education
- Stakeholder engagement

**Contractor #4: University of Massachusetts**

- Design for a quality rating system for QHPs
- Recommendations for wellness programs

**Contractor #5: Bailit Health Purchasing**

- Design and implementation of payment reform pilot projects