

New York Health Benefit Exchange  
Blueprint Summary  
Section 9.4.6 Staff Management  
Plan – Onboarding Process  
October 26, 2012



NORTH AMERICAN  
PUBLIC SECTOR

# 9.4.6 Staff Management Plan Onboarding Procedure and Metrics

# Onboarding Coordination Checklist

<b>Onboarding Checklist</b>	
<b>Employee Name:</b>	
<b>Title:</b>	
<b>Start Date:</b>	
<b>Cube#:</b>	
<b>Task</b>	<b>Who Initiates</b>
Select a cubicle for new employee	OBC/Ria
Contact Ria for cubicle nameplate	OBC
Submit Badge Request	OBC
Create helpdesk ticket to order PC set-up	OBC
Create helpdesk ticket to order phone set-up	OBC
Create RDC ticket for A/D & LAN access	OBC
Acquire Lotus Notes user name and password	OBC
Forward Lotus Notes username and password to ITIS for full Lotus Notes implementation	OBC
Create helpdesk ticket for Lotus Notes setup on PC	OBC
Add to Project Server	OBC/Lauren
Schedule Onboarding Training	OBC
Complete NY-HX information sheet for new hire	OBC
Email NY-HX Project Group about incoming new hires	OBC
Notify Ria to order a VPN token & notify Data Security to add new hire to Cisco VPN access list	OBC

## Overview of the NY-HX

- Cooperative effort with NYS Department of Health to build, deploy and maintain the NYS Health Insurance Exchange and Infrastructure
- For additional details about the Affordable Care Act and the Exchange program, please visit the Kaiser Family Foundation webpage. Their “Health Reform Hits Main Street” animation can be found here:
  - <http://healthreform.kff.org/en/the-animation.aspx?source=FS>
- Additional information can be found at [www.healthcare.gov](http://www.healthcare.gov)

## Topics Covered in Onboarding

- Facilities Documents
- Important Documents
- HR Docs
- PWA Docs
- FAS Tabs
- Project Presentations
- Additional Project Documentation
- Action Items
- SharePoint Site

# Facilities Assets & Documents

- **Access Badges**

- All access badges are issued by CSC Facilities

- Proximity Badge

- This badge gets you into the CSC facilities
- Wave the badge in front of the black box
  - The light should turn green & the lock should click

- Photo Badge

- This badge will be created within a few days of first day

- **Facilities Documents**

- Welcome to the NY-HX Project
- NYSHX RDC Fire Evacuation

# Important Documents

- These are one-off documents that don't belong to a larger, parent category.
  - **Telephone Voice Mail Set-Up Instructions**
    - How to set-up voicemail on the Avaya phones
  - **Document Destruction Procedures\***
    - How to treat & destroy documents that contain PHI and sensitive information
  - **Document Destruction Procedures Receipt\***
    - Signature page that acknowledges user has read and understands the Document Destruction Procedures document
  - **Medicaid Data Confidentiality Form\***
    - How to treat Medicaid data as well as how to handle an HIV status
  - **Instructions for Creating a COMET Account (for CSC employees only)**
    - This is how to create a COMET account
      - » COMET is a portal for ordering wireless devices (e.g. VPN Tokens, Blackberries)
  - **Onboarding Contact List**
    - A list of frequently used contacts on the NY-HX project
  - **NY-HX Mobile Asset Certification Form\***
    - This form outlines your responsibilities as a laptop user

## Important Documents (cont'd)

- **Add a user to the eMedNY Member List Instructions**
  - Details how to add yourself to the eMedNY Program Repository
  - Please see Onboarding Analyst for Link to eMedNY Program Repository
- **VPN Instructions**
  - Instructions on how to set-up a VPN
- **FFE (Federally Facilitated Exchanges)**
  - CMS (Centers for Medicare & Medicaid Services) created document
  - Eligibility & Enrollment user guide & design document
    - » Provides information needed for individuals to use their respective applications
- **Wireless Instructions**
  - Instructions on how to connect to the Columbia Turnpike wireless network

# HR Documents

## I-9 & Citizenship Verification (for CSC employees only)

- I-9 can be completed online via [www.newi9.com](http://www.newi9.com)
  - Once form is completed, the proper documentation should be handed off to and HR representative or the hiring manager for validation
  - This process should be completed within 3 days of start date
- Citizenship Verification is done via a paper form
  - The first page should be completed by the employee
  - The second page should be completed by an HR representative or the hiring manager
  - This process should be completed within 3 days of start date
  - Only a passport or an original notarized birth certificate can be used to verify citizenship
- Forms will be kept on file for posterity

# FAS(Funding Availability Solicitation): Response Tabs 3, 5 & 6

- **FAS Response Tab 3: Executive Summary & Introduction**
  - Provides an understanding of the NY-HX environment and requirements
  - Highlights CSC’s proposed solution for the NY-HX project
  - Outlines CSC’s qualifications
  - Provides overview of team members & personnel
  - Summarizes CSC’s proposal
- **FAS Response 5 & 6: Business & Technical Requirements**
  - Tab 5 details CSC’s proposed business solutions to the needs and requirements put forth in the RFP
  - Tab 6 details CSC’s proposed technical solutions to the needs and requirements put forth in the RFP

# Project Presentations

- **NY-HX Project Kick-Off Presentation**
  - Overview of NY-HX organization & staffing
  - Highlights CSC's Agile SDLC approach
  - Depicts the NY-HX delivery timeline and overview
  - Lists key deliverables & acceptance criteria
  - Details project tools & training
- **NY-HX Project Logistics and Near-Term Solution Briefing**
  - Brief overview of the project, it's tools and resources, stakeholder roles and activities & meetings
- **SharePoint Training**
  - High-level overview of how to use Sharepoint
- **Onboarding Section of SharePoint Site**
  - <https://workspace.nyhx.emedny.org/onboarding/SitePages/Home.aspx>
  - Onboarding Checklist
  - Onboarding Survey

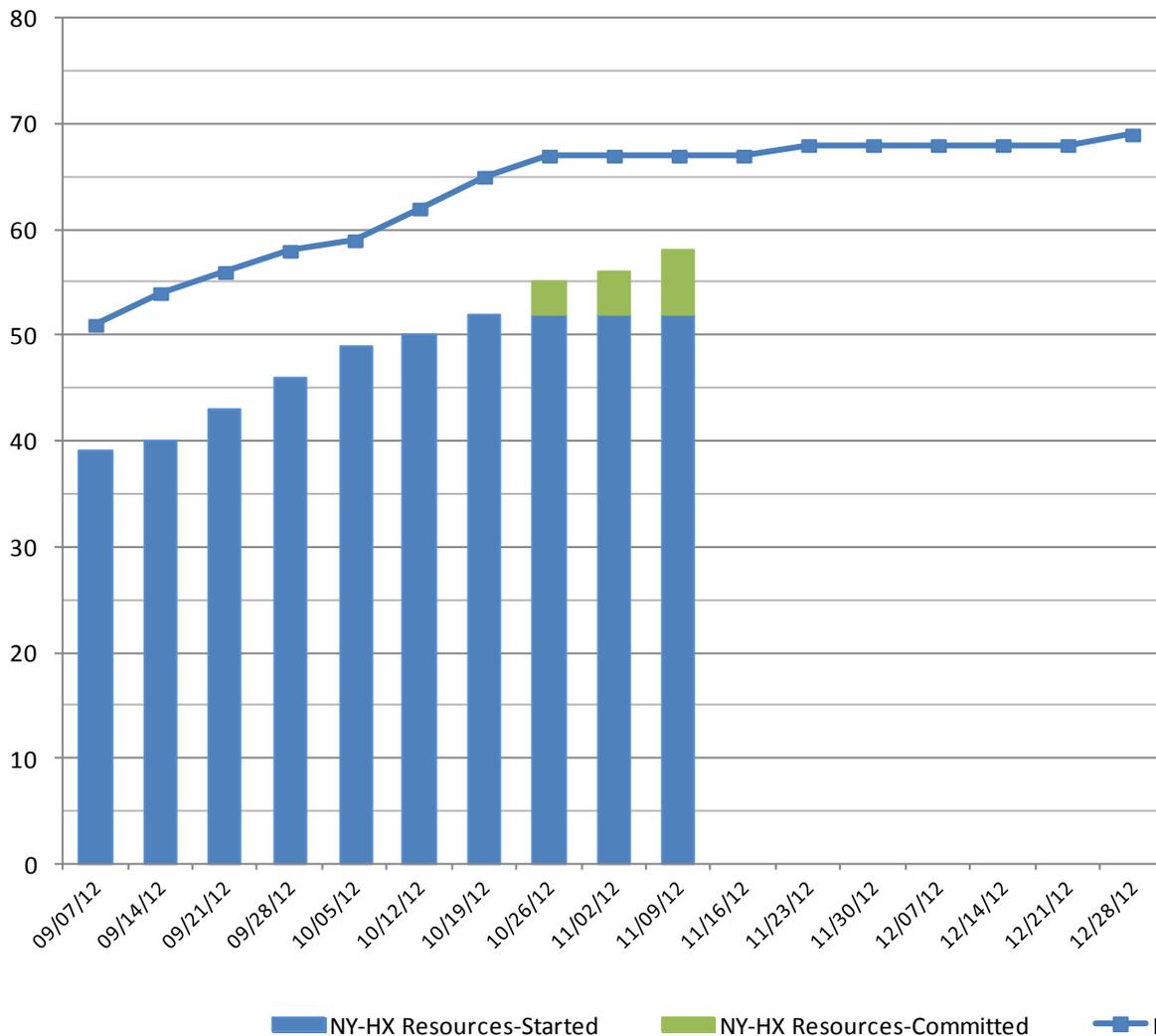
# HIPAA Training & Additional Documents

- **HIPAA Training**
  - 20-30 minute training covering HIPAA and how it pertains to CSC
  - Link to Survey Monkey for a short quiz
  - Signature page needs to be returned to Onboarding Coordinator when HIPAA training has been completed
  
- **Additional Documents**
  - NY-HX Glossary (NY-HX Workspace>Reference Library>Misc/Other)

# Action Items

- **New Hires need to review and/or provide back to the Onboarding Analyst:**
  - Health Reform Hits Main St.
  - Signed copy of the Document Destruction Procedures
  - Signed copy of the HIV/Confidentiality form
  - HIPAA Training & Signature Page
  - Signed Mobile Asset Certification form
  - NY-HX FAS Response: Tabs 3,5 & 6
  - FFE
  - NY-HX Kick-off Presentation
  - NY-HX Agile Approach
  - NY-HX Glossary
- **For Developers only:**
  - Eligibility & Enrollment Blueprint (in the Important Docs section)
  - The Architecture SharePoint site

# NY-HX Technical Staff Recruiting Metrics

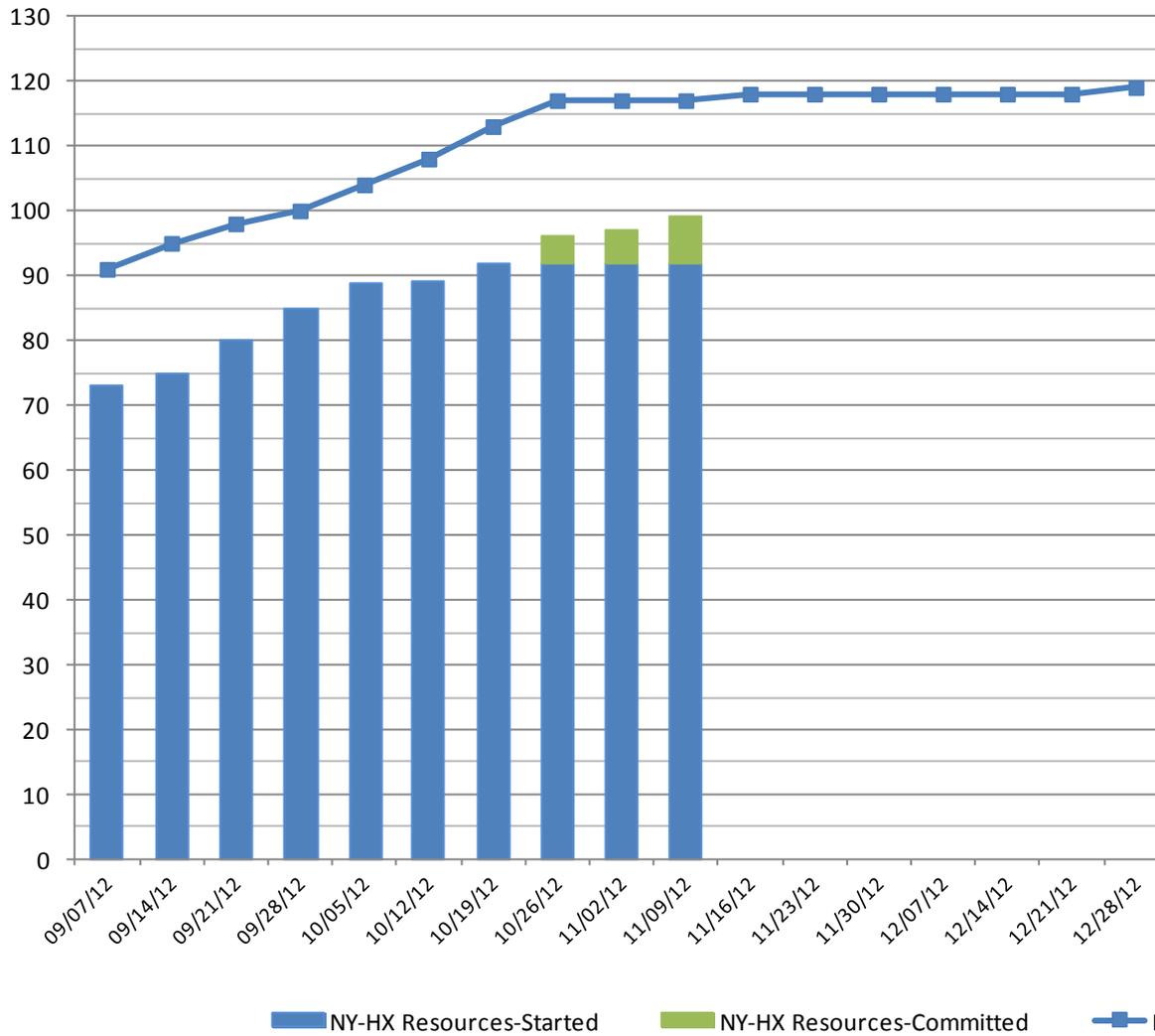


Employee	Role	Start Date
Majeeth, Abdul	Designer	10/22/12
Makala, Gautan	Developer	10/22/12
Flynn, Earle	Developer	10/22/12
Venkatarajulu, Logesh	Developer	10/29/12
Ireland, Charles	DBA	11/05/12
Premjith, Narayan	Developer	11/05/12

6 NY-HX Resources-Committed

\*Increase in planned staff for October is due to addition of four new architecture and four new development positions.

# NY-HX Staff Recruiting Metrics



Employee	Role	Start Date
Majeeth, Abdul	Designer	10/22/12
Makala, Gautan	Developer	10/22/12
Mehta, Arnav	Project Manager	10/22/12
Flynn, Earle	Developer	10/22/12
Venkatarajulu, Logesh	Developer	10/29/12
Ireland, Charles	DBA	11/05/12
Premjith, Narayan	Developer	11/05/12

7 NY-HX Resources-Committed

\*Increase in planned staff for October is due to addition of four new architecture and four new development positions.

# NY-HX Staffing Changes

Name	Title	Onboard/ Offboard	Date
Sumit Agarwal	Designer, Interface	Onboard	10/15/12
Anbukannan Rajendran	Developer, SHOP	Onboard	10/15/12