Authorized by the 2010 Affordable Care Act (ACA), health insurance exchanges will give millions of people and small businesses access to health coverage. With less than two years until exchanges must be fully operational in every state, most states have already started planning for and building their exchanges. However, many policy decisions and implementation challenges remain before these state health exchanges can be up and running by January 1, 2014. Decades of policymaking provide insight to the challenges of interagency collaboration between government entities. The most masterful change agents within State government have championed orderly, focused interagency collaboration between entities such as the Governor’s Office, State Medicaid Agency, the Department of Insurance, the Department of Health and the Department of Financial Services and the State Health Exchange.

This presentation will discuss two examples of state health exchanges that are being developed in Maryland and Oregon. Then, it will provide an overview of key issues for other states in building a health insurance exchange, including building a statewide health information technology (HIT) infrastructure and achieving stakeholder engagement. Finally, the presentation will conclude with suggestions for policymakers.

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"Health Insurance Exchanges and Medicaid Expansions under the ACA"
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Denise G. Osborn-Harrison JD, MPH serves as a health insurance specialist at the U.S. Department of Health and Human Services for the Centers for Medicare and Medicaid Services (CMS), Division of State Systems Team, Data and Systems Group of the Center for Medicaid and CHIP Services (CMCS). Denise works with state policy makers, federal agencies and technology vendors helping to create statewide information technology infrastructures for eligibility and enrollment systems. These systems directly enable Medicaid expansion and health insurance Exchanges as defined within the Affordable Care Act (ACA). She has provided expertise to stakeholders including state agencies, federal agencies (SAMSHA, CDC, HHS, NHTSA and HRSA) non-profits and healthcare providers both nationwide and abroad. As a continuing education provider she has trained nurses and physicians on how to conduct root cause analysis to support enterprise wide patient safety and quality initiatives. For over twenty years Denise has been adjunct faculty for college level paralegal and healthcare administration programs. She attributes her commitment to and interest in health policy to the time that she spent working as a staffer on The Hill for a member of the U.S. Congress. Denise is an alumnus of U.C. Irvine, the University of San Diego Law School and the George Washington University School of Public Health. She holds a license to practice law from California and was admitted to the United States Court of Appeals for the 9th Circuit.