IAP 24 month Roadmap

The Roadmap is an overarching strategic and tactical planning document of each system organization and Sponsors. Input to the roadmap is guided by each Sponsor organization and its stakeholders. It is an ever-greened document, and has just progressed forward one calendar quarter and will focus on identifying candidates for March 2017.

A CalHEERS Vision Statement was drafted to set direction:

> *CalHEERS will provide a consumer friendly experience and support the right benefit design and choices, with correct eligibility, and result in efficient work processes for the workforce.*

Five business goals were also identified to support prioritization of CalHEERS changes

- Ensure Consumers receive accurate and timely eligibility determinations and correct plan enrollment, initially and during any change or renewal event
- Ensure Business Partners are able to receive, exchange and reconcile appropriate consumer information on a timely basis
- Appropriately equip Authorized End Users with tools necessary to serve consumers effectively and to handle exception situations
- Provide Consumers and End Users with an improved Consumer Experience
- Ensure the technical infrastructure is properly maintained, current, secure and supports capacity demands and completion of business goals

Each Sponsor organization respectively works through proposed CalHEERS changes and each submits its single set of priorities to CalHEERS for inclusion. Proposed change items on the roadmap are managed by existing project processes to include assessment and assignment of dates.