

# **Integrated Eligibility & Enrollment (IE&E)**

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# Goals for today

IE&E Overview

Accomplishments

Delivery Strategy

Road Ahead

# IE&E Overview

Over 200k Vermonters rely on us for economic and healthcare benefits each year so Vermonters need to have an easy way to apply for, and maintain healthcare and financial benefits, without coverage gaps.

IE&E is improving the customer experience.



# IE&E Overview

Processes are very manual and labor intensive

Systems don't talk to each other

Lack of quality data makes program management and reporting difficult

Systems are hard to maintain and expensive to update

IE&E is improving the staff experience.



# IE&E Overview

Federal and State legislation continue to expand reporting requirements and program requirements.

IE&E is improving the Federal and State experience.



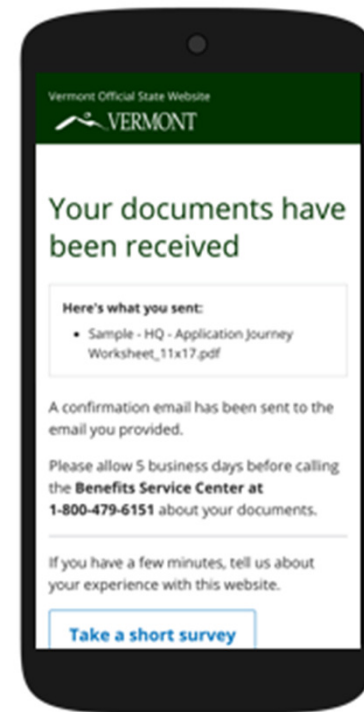
# Accomplishments - 2019

- Health Care Consolidated Paper Application (205ALLMED) - Implemented a single application to apply for health care benefits
  - Launched in July 2019
  - Initial estimates show that roughly 92% of new applications are submitted with all information
  - Vermonters benefit from quicker turn-around on decisions



# Accomplishments - 2019

- Customer Portal Phase I (CPPH1) - Document Uploader - Ability to upload documents and submit electronically
  - Available as of September 2019, most Vermonters can use this function
    - By May 2020 this will be available for all Vermonters
  - Vermonters benefit from quicker turn-around on decisions
    - 46% of Vermonters did submit their necessary documents within 24hrs (as compared to just 6% of the baseline group)
  - Staff benefit from less paperwork





# Accomplishments - 2019

- Enterprise Content Management (ECM) - Addressed the multiple systems being used for scanning all the documentation sent in from Vermonters applying for benefits
  - Available as of September 2019 Staff began using the On-Base Document Management System
    - There is additional work needed for Long Term Care (LTC) and Economic Services Division (ESD) that will be completed in 2020.
  - Reduces the number of document management systems used by the State from 2 to 1
  - Resulting in:
    - More user friendly, fast, efficient, less error-prone solution for scanning, storing and management applicant documents
    - Quicker decision time for applicants
    - Few documents needing to be scanned



# Accomplishments - 2019

## Federal Requirements and Compliance Activities

Consolidated health care paper application (completed)

Rolled out to Vermonters applying for health care

Excludes Long Term Care (LTC)

Electronic submission of Medicaid for the Aged, Blind and Disabled (MABD) changes

Delivered online, fillable change report form (July 2019)



# Delivery Strategy

We've broken up large pieces of work and used a modular contracting strategy.

Request for Procurements (RFPs) for an Integration Partner to integrate existing and future features (like a general contractor)

Procurements will address the functional IE&E needs of case management, worker dashboard, noticing, change of circumstance, etc.



# Road Ahead - 2020

For calendar year 2020, the IE&E team is working on the following projects:

## Customer Portal Phase 2 (CPPH2) – Online Application

- Currently applicants for Medicaid for Children and Adults (MCA & Dr. Dynasaur) and Qualified Health Plans (QHPs) can apply and receive real-time determination
- CPPH2 will provide online application functionality for MABD population which will help bring SoV into compliance with the Federal requirements for health care eligibility processing
- One-stop shopping for Medicaid health care coverage
- Improves user experience

# Road Ahead – 2020

For calendar year 2020, the IE&E team is working on the following projects:

## Premium Processing (PremP) –

- Return the billing of premiums and collection of payments for Qualified Health Plans (QHPs) to the commercial insurance carriers. This project is a legislative initiative.
- Project working towards an 11/1/2020 launch
- This will reduce call volume related to premium questions and will have an impact on program management.
- This will reduce reconciliation issues that exists with payments because the customer will be dealing directly with the insurance carrier.

# Road Ahead – 2020 - Planning

For calendar year 2020, the IE&E team is working on the following activities:

**Planning** for the procurements related to Integration Partner (general contractor)

Keeping with the modular approach - first phase will be health care related

- addresses the business needs for consolidated case management, worker dashboard, noticing, change of circumstance, etc. (previously referred to as Customer Portal Phase 3 (CPPH3))

**Planning** for Master Person Index (MPI) - provides identification of a person across multiple systems

**Darin Prail**  
Agency Director of Digital Services  
Agency of Digital Services (ADS)

# Business Intelligence Project update

Business Intelligence (BI) –

- BI Project was an attempt to bring in-house the solution and potentially save money
- It was determined that this was not going to work and therefore we are continuing the current process. This need will be addressed when future functionality is implemented, therefore this project is downgraded as a priority.
- Focused on addressing operational reports to conduct day-to-day work with over 700 operational reports (130 identified as business critical) and federal reporting
- One significant achievement by this work was creation of a replicated data-set of the IE&E data



# Road Ahead – 2021 – Technical Roadmap

For calendar year 2021

Integration Partner vendor to be onboard (previously referred to as Customer Portal Phase 3 (CPPH3)) which includes case management, worker dashboard, change of circumstance, etc.

Federal requirements and compliance activities

Master Person Index (MPI) - provides identification of a person across multiple systems

**Sarah Clark**  
Chief Financial Officer (CFO)  
Agency of Human Services (AHS)

## IE&E Overall Financial Picture

IE&E Financials, Dollars in Millions				
Source of	SFY19 Actuals + Encumbrances (6/30/2019)	SFY20 Projection (01/02/20)	SFY20 Actuals (thru 11/30/19)	SFY21 Projection (01/02/20)
Federal	11.0	14.0	3.1	13.3
State	2.2	4.4	1.1	4.8
Total	13.3	18.4	4.2	18.1

- The existing capital appropriation had a balance of nearly \$103K as of 6/30/2019.
- AHS plans to request an additional \$600K capital appropriation in FY21 Capital BAA (in-line with the original capital request).