IE&E NORTH STAR VISION

Eligible Vermonters have a simple and easy way to apply for, access, and maintain health care and financial benefits without coverage gaps. The State of Vermont (SoV) delivers these services efficiently and sustainably, using innovative ways of working and modern technology.

IE&E PROGRESS SUMMARY

IE&E continues to make progress on in flight projects. However, issues with the State network infrastructure have resulted in project delays and the impact will grow if they are not resolved expediently.

Project	Target Delivery Date	Project Performance	Critical Issues
Health Care Paper Application	4/30/2019	🟩	Phased rollout in process.
Enterprise Content Management	9/30/2019	🟨	State network issues affecting performance.
Business Intelligence	2/1/2020	🟥	State network issues delayed testing. Recent testing revealed gaps in database build.
Document Uploader	10/1/2019	🟨	On track, but may be impacted if Enterprise Content Management is delayed.
CMS Mitigation Items	Ongoing	🟩	Fillable PDF for change of circumstance delivered.
Online Application	6/30/2020	🟩	Vendor selection in progress.
Premium Processing	10/1/2020	🟩	Vendor selection in progress.

IN FLIGHT PROJECT UPDATES

Health Care Paper Application (HCAU): The HCAU project is the design of a new user-friendly paper application that allows for Vermonters to apply for all health coverage programs at once. The final product was delivered in March and the project officially closed in April. The new design was submitted to CMS for approval on May 17th after piloting with Vermont Legal Aid and several district offices. The State is in a phased implementation with roll out for all health care programs except Long Term Care (LTC) to be complete in September 2019. LTC will be rolled out in 2020 once some additional business process improvements are made to ensure the unit can stay within its mandated processing timelines.

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Enterprise Content Management (ECM): The ECM project is consolidating the scanning, indexing, and viewing of Vermonters' documents into one system that is already owned and maintained by the Agency of Digital Services. This will produce a more efficient workflow for staff and reduce the operating costs associated with Vermont Health Connect. The State received its go-live approval from CMS security in August and is preparing to launch on August 29th, pending the resolution of newly encountered network connectivity issues that are affecting software performance. The State anticipates closing this project on September 30th.

Business Intelligence (BI): BI is the data reporting and analytics project that allows the State to transition from the expensive, standalone Oracle data warehouse leveraged by Vermont Health Connect, to a SQL data warehouse solution already owned and maintained by the Agency of Digital Services. This reporting component is crucial for functions such as the renewing of Vermonters' health coverage, sending of notices, production of required 1095 tax forms and sending required enrollment reports to CMS. The new warehouse was scheduled to go live in July but persistent state network connectivity issues, and challenges in building the warehouse itself, have triggered contingency planning for maintenance and operations of the existing data warehouse through the 2019 open enrollment period for health care and to contract out for 1095/CMS enrollment reporting. The new target date for delivery is February 2020.

Document Uploader: The document uploader is the first phase of the new customer portal and will allow Vermonters to use mobile devices to submit verification documentation. It will also increase efficiency for staff as features are added, including the ability to scan documents directly into the enterprise content management system and to automatically index that document to a specific case. This project is now in a phased rollout and will include a roll out for the Aged, Blind, and Disabled programs and remaining district offices by the end of August 2019 and Vermont Health Connect (VHC) in October of 2019.

CMS Mitigation Plan Items: Vermont has worked with CMS to identify several mitigation strategies designed to help the State achieve iterative progress in key areas of noncompliance for the Medicaid Aged, Blind, and Disabled (MABD) population. These include several milestones that the State must meet over the next 24 months. Vermont met its first milestone with the launch of an online fillable PDF for change of circumstance reporting on August 10th. The State is on track to meet its second milestone with the delivery a fillable PDF for the initial application in September.

Online Application: The online application project is phase 2 of the IE&E customer portal which will allow Vermonters to sign onto a single portal to apply for health coverage and financial program benefits. The goal is to launch the online application for health coverage programs in June of 2020 and for economic services programs in October of 2020. The procurement for this project is active and the product team expects to have a vendor on the ground in September.

Premium Processing: The goal of the premium processing project is to streamline the financial transactions and processes associated with the administration of health coverage programs as a part of the overall IE&E roadmap. Phase 1 will transition responsibility for Qualified Health Plan premium processing to insurance carriers for coverage starting 1/1/2021. This will allow the state to implement the manual processes and technology to accurately notice and terminate Medicaid enrollees for nonpayment of premium. The procurement for this project is active and the product team expects to have a vendor on the ground in September.

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