

Integrated Eligibility and Enrollment Program Update

**Joint Information Technology Oversight Committee
November 2, 2020**

Recent Accomplishments (2019 – 2020)

- Launched an integrated **Health Care Application** (July 2019).
 - Created end to end health care screening, simplifying the process for Vermonters.
- Launched the electronic **Document Uploader** tool (November 2019).
 - This new application is a technical solution that allows Vermonters to utilize mobile and online technology to submit verification documentation.
 - The solution improves the efficiency of the eligibility determination process and results in a better customer experience for Vermonters.
- Completed the **Enterprise Content Management (ECM)** migration (May 2020).
 - This was an effort to bring all documents and all workflows from the Oracle Web Center (OWC) Content Management System into the State of Vermont Hyland OnBase Electronic Content Management solution.
 - This allowed for cost savings and staff efficiency by moving from two document management systems to one.

Recent Accomplishments (2019 – 2020)

- Completed the **Enterprise Content Management (ECM)** encryption (May 2020).
 - This brings the OnBase system into security compliance as we expand the use of the Document Uploader application to additional populations and enhance services for Vermonters.
- Completed the source policy update phase of our **Business Rules Management** effort (July 2020).
 - This is a critical step in preparing policies for eventual translation into use in a new Case Management system - on our roadmap for SFY 2024.
- Launched **Business Intelligence** – OBIEE to OFE (August 2020).
 - Project closed mid-September 2020.
 - This project transferred the Health Access Eligibility and Enrollment unit business reporting application (OBIEE) to an upgraded environment (OFE) for reliable and secure use going forward and supports case management preparation efforts.

Recent Accomplishments (2019 – 2020)

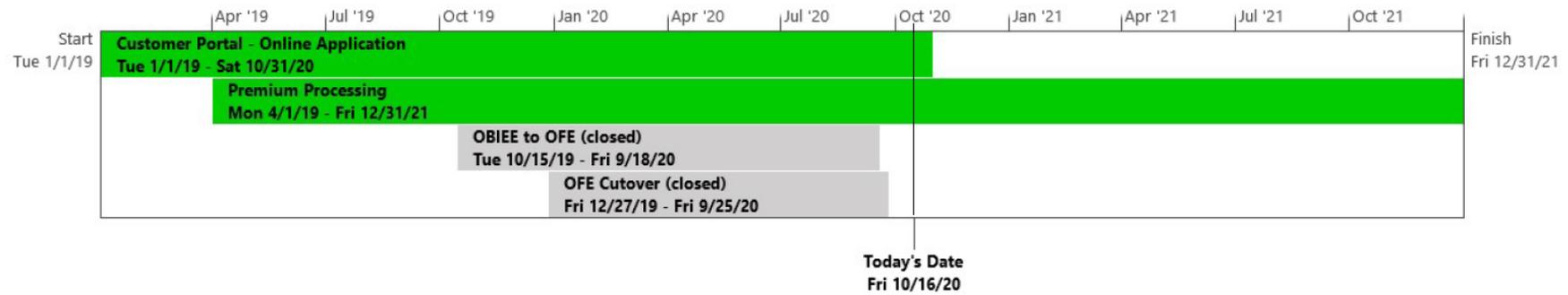
- Implemented **Authentication** for Document Uploader (September 2020)
 - Authentication allows us to consolidate two log-ins for Vermonters into a single log-in; this makes it easier for a customer to access our systems.
 - In addition, adding authentication to our Document Uploader brings us into compliance with federal security standards; this allows our Medicaid and Qualified Health Plan customers to submit verification documentation electronically.
- Launched **MABD Application Pilot** (September 2020).
 - The MABD Online Application Pilot will allow customers to have a MABD application completed while they are on the phone with the State's Customer Support Center.
 - This addresses a Medicaid compliance issue and provides the foundation for additional MABD improvements.
- Both projects were implemented under the umbrella of "Customer Portal Phase 2."

Current Timeline and Status of Activities

Summary Page: AHS DVHA IEE Program

Status Report Date	10/16/2020	Program Start	10/12/2017	Description The IE&E North Star Statement: We live in a world where eligible Vermonters have a simple and easy way to apply for, access, and maintain healthcare and financial benefits, without coverage gaps. We deliver these services efficiently and sustainably, using innovative ways of working and modern technology.
Program Sponsor	Collins, Lori	Program End	6/30/2024	
Program Deputy Sponsor	Zehnacker, Jonathan			
MMIS Deputy Program Lead	Liscinsky, Joe			

Active Project Roadmap



Project Status Snapshot (See following pages for more detail)

Customer Portal Phase 2 (Authentication & MABD Online Application Pilot)

Scope	Schedule	Budget
◆ →	◆ →	◆ →

Premium Processing (PremP)

Scope	Schedule	Budget
◆ →	◆ →	◆ →

Roadmap: Themes for the Next 4 Years

- **Customer Portal Improvement phase** (October 2020 – March 2022).
 - Continued efforts to provide enhanced customer experience with focus on compliance; the scope of this work will be informed by ongoing conversations with CMS.
- **Integration Partner**
 - Leverage experience of DVHA's procurement assistance vendor to advise the State on how and when to bring on an Integration Partner (RFP starting January 2021).
- **Case Management Preparation phase** (starting January 2021 –January 2023).
 - Complete project kick-off activities for resource and planning for Case Management procurement.
 - Compilation of user stories, system requirements, and business requirements.
- **Case Management Implementation phase** (target start July 2022 – June 2024).

The following 4 slides provide more details for SFY22 and SFY23 activities.

Roadmap: IE&E in SFY22 and SFY23

- The scope of IE&E projects will continue to evolve as the State engages in conversations with multiple teams at CMS (i.e., CMS Policy and CMS IT) to assure alignment with expectations of our federal partners.
- **Premium Processing project** (in progress, ready for Open Enrollment, Nov. 1, 2021)
 - Completion of the effort to move QHP premium billing back to health insurance carriers.
- **Customer Portal Phase 3 - Portal Improvements** (Oct. 2020 – Mar. 2022)
 - Continuation of efforts to allow Vermonters to more easily apply for and maintain financial and health coverage benefits. This includes work on an Online Application for Medicaid for the Aged, Blind, and Disabled (MABD); this work will continue Vermont's strategy to address MABD compliance issues.
- **Customer Portal Phase 4 – ESD Auto populate ACCESS** (Oct. 2021 – Jun. 2022)
 - Automate the transition of data from the MyBenefits online application directly into the ACCESS database
 - Intended to eliminate significant manual entry of data.

Roadmap: IE&E in SFY22 and SFY23

- **Customer Portal Phase 5 – Case Management Preparation**
 - System preparation for moving to a consolidated case management system.
 - Efforts include:
 - **Requirements gathering/validation ACCESS/Seibel** – (Jan. 2021 – Dec. 2021)
Understanding what is needed from the new case management system.
 - **Reporting Database Improvements** – (Jul. 2021 – Dec. 2022)
Preparing reporting for transition to a new case management system
 - **Master Data Management/Master Person Index** – (target Apr. 2022 – Dec. 2022)
Planning for tracking individuals within State systems.

Roadmap: IE&E in SFY22 and SFY23

- **Customer Portal Phase 6 – Case Management** (target start July 2022 – June 2024)
 - Implementation begins for the consolidated Case Management system.
- **Business Rules Management (BRM)** (in progress – Oct 2023)
 - Work begins to establish a centralized repository of all QHP, Medicaid, and financial benefit program eligibility rules with an associated governance process to maintain the rules going forward.
- **Federal Reporting** (yearly DDI work through June 2023)
 - Federal reporting includes many activities for 1095A, 1095B and CMS-based payment reporting. This reporting includes the execution of noticing cycle batches, generation and submission of 1095A and 1095B monthly and annual files to the IRS, and generation and submission of SBMI files to CMS on a monthly basis.

"Portal Improvement Phase"

Authentication - doc uploader & MyBenefits - end in Oct
 MABD Pilot (via phone) - end in Oct.

SFY 23

SFY 24

Customer Portal Phase 3 - Portal Improvements - Improve & enhance online accessibility to apply for healthcare benefits & enhance the existing portal (potentially Optum Proposal - Add MABD to VHC portal - Sept/Oct start?)

Customer Portal Phase 3 - Portal Improvements - Improve & enhance online accessibility to apply for healthcare benefits & enhance the existing portal (potentially Optum Proposal - Rebrand portal)

board (August)

MDW RFP prep & send

Integration Partner RFP

RFP Data Compilation & Decision Vendor on Board & planning

"Case Management Prep" Phase

CPPH5 - Case Mgmt. Prep - Requirements gathering/validation (what VHC/ACCESS/Siebel do)

CRM platform Determination & RFP

CPPH5 - Case Mgmt. Prep - Federal Reporting - 1095A/1095B/CMS 58M Reporting move to replicated DBs & new vendor

CPPH 5 - Case Management Prep - MDM/MPI

CPPH4 - ESD App autopopulate ACCESS (Include RIDP)

Oracle support constraint

SFY 21

SFY 22

"New Case Management System" Phase

Customer Portal Phase 6 - Case Management/worker dashboard/portal redesign (single sign on, rules engine)

All Healthcare (MCA/QHP/GMC, etc) to new case mgmt - sunset VHC

Connect ESD prog to new case mgmt - sunset access

Capital Fund Balance

Description	Funds	Expenditures	Carryforward to SFY 2021
AHS Act #26 Sec. 3(c) 2015-2016 Session	5,413,459		
Expended 2017-2019		4,608,612	
AHS Act #42 Sec. 3(b) 2018-2019 Session SFY 20	4,691,318		
JFO IT Consultant (see Sec. 32)		250,000	
Expended 2020		3,168,248	
Encumbered 2020		730,530	
Total	10,104,777	8,757,390	1,347,387

Integrated Eligibility and Enrollment – Project Spending

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Integrated Eligibility & Enrollment Financials By Project (Staff, Operating and Staff Augmentation are included in Projects)		Actual Costs	Actual Costs	Actual Costs
		SFY 2019	SFY 2020	Q1 SFY 2021
	Project List			
A	IE Program Support (Includes State Staff, Staff Aug., Security, Optum etc)	\$ 4,710,505	\$ 4,017,629	\$ 1,203,285
B	AHS: Independent Verification and Validation (IV&V)	\$ 1,086,103	\$ 1,106,081	\$ 248,876
C	Healthcare Paper Application	\$ 357,520	\$ 79,447	
D	Enterprise Content Management	\$ 808,297	\$ 1,065,535	\$ 32,270
E	Customer Portal Phase 1: Uploader	\$ 836,165	\$ 1,586,919	\$ 20,232
F	Customer Portal Phase 2: Online Application	\$ 539	\$ 1,065,481	\$ 774,573
G	Business Intelligence	\$ 414,070	\$ 1,906,653	\$ 551,221
H	Business Rules Management: SNAP, LIHEAP, REACHUP, GA & HBEE	\$ 102,256	\$ 70,889	\$ 13,544
I	Federal Report Development	\$ 849,678	\$ 850,500	\$ 368,201
J	Financial Benefit Administration: Premium Processing	\$ -	\$ 1,118,239	\$ 520,898
K	Government Procurement	\$ 1,142,475	\$ 919,540	\$ 11,613
L	Master Person Index/Master Data Management (MPI/MDM)	\$ 60,829		
M	TOTAL BUDGET	\$ 10,368,434	\$ 13,786,914	\$ 3,744,713
N	Federal Share	\$ 8,843,108	\$ 10,618,666	\$ 2,832,546
O	State Share	\$ 1,525,327	\$ 3,168,248	\$ 912,167