

Integrated Eligibility and Enrollment Program Update

**Joe Liscinsky, DVHA MMIS Deputy Director
Darin Prail, ADS Director of Digital Services – AHS IT**

August 20, 2020

Projects Closed: Enterprise Content Management, Business Rules Management, & OnBase Encryption

2

The Program has attained progress in its projects since the last testimony to the Joint Information Technology Oversight Committee, including:

- Enterprise Content Management (ECM) project
 - Migration to a single document management system
 - Project closed May 1st
- Business Rules Management (BRM)
 - Economic Services Division (ESD, Dept. for Children & Families) source policy updates
 - Project closed July 14th (LIHEAP) and July 29th (Reach-up and Essential Person)
- OnBase Encryption
 - Security related work, expand the use of the document uploader
 - Project closed June 1st

Projects In Progress: Business Intelligence Contingency & Reporting Performance

3

The Program has attained progress in its projects since the last testimony to the Joint Information Technology Oversight Committee, including:

- Business Intelligence Contingency
 - Oracle Business Intelligence Enterprise Edition into Optum FISMA Environment (OFE)
 - Project near completion; close out scheduled for the end of August 2020.
- Optum FISMA Environment (OFE) System Maintenance and Upgrades
 - Improving performance for reporting
 - Stabilization phase; close out scheduled for the end of September 2020.

COVID-19 Public Health Emergency: Impact on Premium Processing and Customer Portal Phase 2

4

The public health emergency produced by COVID-19 impacted two of the Integrated Eligibility and Enrollment Program's projects. These projects are:

- Premium Processing project
 - Emergency response, staffing pressures, delayed project timeline
 - New effective date of January 1, 2022 to preserve Open Enrollment this year
 - Project will need to be completed before the effective date to support as seamless a transition as possible.
- Customer Portal Phase 2 project
 - 4 workstreams, reduced in scope to 2 workstreams to address staffing pressures resulting from the public health emergency
 - Authentication: Document Uploader and ESD's MyBenefits application (early September, 2020)
 - Medicaid for the Aged, Blind, and Disabled: Online Application Pilot (late September, 2020)

Integrated Eligibility and Enrollment Program: Financial Summary for SFY20 & Projects for SFY21

5

- The Business Intelligence contingency plan was prioritized to ensure successful installation/upgrading; as this contingency work had not been planned for SFY20, it resulted in timeline adjustments.
- The public health emergency produced by COVID-19 impacted the Integrated Eligibility and Enrollment Program (i.e., reduced subject matter expert staff availability, which delayed project implementation for Premium Processing and resulted in reduced project scope for the Customer Portal Phase 2). Additionally, the proposal evaluation for new portal options was delayed.
- Together, this produced approximately \$1.3 million in underspending for the Program in SFY20;
- Projects are scheduled for SFY21 (completing Business Intelligence, Online Application, Customer Portal enhancements, Premium Processing, Case Management Preparation – Requirements gathering (January 2021) and the RFP for the Integration Partner (January 2021)) that will require an estimated \$3.7 million in capital funds. The carryforward and \$4.5 million in SFY21 capital funds will be utilized for the program costs.
- The Program has been, and will continue to be, carefully managed to its business resources and budget.

Planned IE&E Modernization Timeline: Roadmap for the Future

6

The modernization timeline for the Integrated Eligibility and Enrollment Program is the “roadmap” that details the planned timing of Program projects, with the following themes identified for the next 3-4 years:

- Customer Portal enhancements;
- Case Management preparation;
- New Case Management system.

Like for many agencies, departments and programs, the Emergency response has resulted in staffing pressures. This is being addressed by defining the Customer Portal enhancements and assessing staffing availability.