Integrated Eligibility and Enrollment (IE&E) Program Update

Joint Information Technology Oversight Committee
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Agenda

- What is the IE&E Program?

- IE&E program update since August's testimony

- Meeting federal requirements

- Roadmap – Looking ahead

- IE&E financials

What is the IE&E Program?

- The Integrated Eligibility and Enrollment (IE&E) Program encompasses a multi-year, multi-phased effort to modernize systems, come into compliance with federal regulations, and provide premier service for Vermonters as they relate to health care and human services programs.

- The State of Vermont is currently reliant on 2 eligibility and enrollment systems (ACCESS and Siebel) that:
  - Are difficult to maintain and enhance with functionality due to inflexible technology and/or age leaving systems unstable and prone to failure;
  - Currently do not fully meet federal requirements risking Federal Funding Participation (FFP).

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- 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.

- Federal Reporting
  - Continuation of system changes to ensure 1095A, 1095B and CMS-based payment reporting.

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- 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.

- **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.

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Since September, IE&E staff had to established response teams to focus on two new key activities:

- Centers for Medicare and Medicaid Services (CMS) compliancy for Medicaid for Aged, Blind and Disabled Population (MABD)
    - Vermont IE&E Program continues to work towards a technical solution to ensure compliance with all Federal Medicaid rules
    - CMS increased monitoring of progress in this area
    - Failure to satisfy CMS' expectations for progress towards compliance could result in more formal corrective action processes and reduction of payments to the State of Vermont including a potential reduction of 5% in Federal Financial Participation (FFP), and reduction in Operational support from 75% to 50%.

- Food and Nutrition Services (FNS) and CMS Cost Allocation Methodology (CAM) Toolkit
    - IE&E submitted Implementation Advance Planning Document annual update in July 2020;
    - In September, CMS and FNS mandated the State complete the CAM Toolkit in order to receive approval for its Implementation Advance Planning Document;
    - IE&E Program Team has met multiple milestones and is on-target towards the final submission date of January 31, 2021.

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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.

- **Customer Portal Improvement**
  - Continued efforts to provide enhanced customer experience with focus on compliance; the scope of this work will be informed by ongoing conversations with CMS.

- **Case Management Preparation phase** (starting January 2021 – January 2023).
  - Leverage experience of DVHA's procurement assistance vendor to procure services to deliver an Integrated Eligibility Solution building off a Salesforce platform and where applicable, reusing technologies already implemented (RFP starting January 2021).
  - Compilation of user stories, system requirements, and business requirements.

- **Case Management Implementation phase** (target start July 2022 – December 2024).

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IE&E Project Spending

Integrated Eligibility & Enrollment Financials By Project (Staff, Operating and Staff Augmentation are included in Projects)	Actual Costs SFY 2019	Actual Costs SFY 2020	Projection SFY 2021	Actual Costs SFY 2021 thu Oct
Project List				
A	IE Program Support (Includes State Staff, Staff Aug., Security, Optum etc)	$ 4,710,505	$ 4,017,629	$ 7,726,020	$ 1,323,778
B	AHS: Independent Verification and Validation (IV&V)	$ 1,086,103	$ 1,106,081	$ 1,211,341	$ 317,297
C	Healthcare Paper Application	$ 357,520	$ 79,447		
D	Enterprise Content Management	$ 808,297	$ 1,065,535	$ 64,806	$ 34,700
E	Customer Portal: Uploader	$ 836,165	$ 1,586,919	$ 6,444	$ 27,148
F	Customer Portal: Online Application	$ 539	$ 1,065,481	$ 1,743,816	$ 911,184
G	Financial Benefit Administration: Premium Processing		$ 1,118,239	$ 2,063,569	$ 618,028
H	Business Rules Management: SNAP,LIHEAP, REACHUP, GA & HBEE	$ 102,256	$ 70,889	$ 130,852	$ 20,010
I	Federal Report Development	$ 849,678	$ 850,500	$ 1,865,598	$ 496,413
J	Customer Portal: Portal Improvements			$ 1,808,459	
K	Customer Portal: Case Management Preparation			$ 1,249,378	
L	Business Intelligence	$ 414,070	$ 1,906,653	$ 2,712,701	$ 586,724
M	Government Procurement: 18F	$ 1,142,475	$ 919,540	$ 318,081	
N	Master Person Index/Master Data Management (MPI/MDM)	$ 60,829			
O	TOTAL BUDGET (Sum Row A-N)	$ 10,368,434	$ 13,786,914	$ 20,901,063	$ 4,335,283
P	Federal Share	$ 8,843,108	$ 10,618,666	$ 16,572,573	$ 3,270,165
Q	State Share	$ 1,525,327	$ 3,168,248	$ 4,328,491	$ 1,065,118

Capital Fund Balance

Description	Funds	Expenditures	Balance
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 SFY 2020		3,168,248	
SFY 2020 Expenditure Sub-Total		3,418,248	
AHS Act #42 Sec. 3(b) 2018-2019 Session SFY 21	3,900,000		
AHS Act #139 2019-2020 Session SFY 21	597,130		
Encumbered SFY 2020		730,530	
Projected Expenditures SFY 2021		3,597,961	
SFY 2021 Expenditure Sub-Total		4,328,491	
Projected Balance			2,246,557

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