IE&E Update

10/18/2019

IE&E: Succeed as One

Agenda

- Delivery Update
- Network Connectivity
- Business Intelligence
- Finances

What have we delivered?

- We committed to delivering 4 products in 2019 and 3 products in 2020
- As of 9/16, we have successfully delivered 2 products: health care paper application and enterprise content management
- We are on track to deliver 3rd product in November: document uploader
- 4th product to be delivered in February: business intelligence
- On track to meet CMS mitigation commitments for the Aged, Blind, and Disabled population

Progress on 2020 Products

- Two projects scheduled for delivery in 2020: premium processing and online application

- Both are on track – Vendor kick-offs held this week

- Master Data Management put on hold by Steering Committee due to number of projects in flight

Network Connectivity – Preventing Future Issues

To reduce the likelihood of performance issues impacting project delivery the teams have identified two additional components for IE&E projects.

- Use of standardized cloud solution for project documents and test plans. This will allow for automated testing.

- Adoption of a standardized load testing tool and associated documentation for how teams can/should use it effectively.

Business Intelligence Update: Project Scope

BI is the data reporting and analytics project that will allow the State to transition from the expensive, standalone Oracle data warehouse leveraged by Vermont Health Connect, to a Microsoft 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.

Business Intelligence Update: September Contingency

In August, the State triggered a contingency to:

- Delay Oracle system upgrades until February to give the team more time to complete the core data warehouse and operational reports

- Continue to contract out for federal reports

Business Intelligence Update: Key Milestones

Phase 1 Deliverables – Oct 15

- 33 priority #1 reports completed and tested (this requires the core data warehouse to be completed and error free)
- 834 interface developed and tested
- BI-OFE transition developed and tested including development and test data warehouse loaded with production data

Phase 2 Deliverables – Nov 30

- All remaining priority #1 reports (beyond the 33 completed above)
- Priority #2 (approx. 40 reports)
- Reconciliation data mart/reports
- 820 interface developed and tested

Testing Phase Dec 1 – Jan 31

SOV will run reports in parallel with the current VHC Optum Oracle environment

Oracle Software Upgrades– Feb 2020

Phase 3 Deliverables – Post Oracle Upgrades if unable to deliver beforehand

- Priority #3 (approx. 50 reports) - due by 3/31/20
- PDQ (Data Quality Tool) – due by 3/31/20
- IRS and CMS data marts/reports – as soon as possible as Optum will be executing these beginning in Feb 2020 until SoV can take them over (at a monthly cost.) *Optum is no longer an option. Federal reporting would need to be operational in OFE.
- DXC (daily automated transmitted report) – due by April 2020
- QHP Passive Renewal File (Open Enrollment activity) - due by April 2020

Business Intelligence Update: 10/15 Contingency

Contingency Go/No-Go Decision Criteria

- Decision date: (top 3 milestones to complete by) 10/15/2019

- Decision criteria:

  1. 33 Priority #1 reports completed and tested
     - Results: 85% of reports are not complete because either data is incorrect or missing or the report is not available.

  2. 834 interfaces complete and tested
     - Results: One interface (WEX) still to be developed.

       Issues exists with 4 of 5 interfaces, such as, incorrect data, duplicate data, missing data.

  3. OFE Replication working and the ETL code working
     - Results: Best case scenario - completed at end of October.

Business Intelligence Update: 10/15 Contingency Options

Option 1: Delay Oracle Upgrades until the ADS solution is ready

- Cost:
  - Optum hosting: $400,000/month*
  - Archetype: $270,000/month (current contract)

- Risk:
  - Completion date of ADS solution is unknown
  - Impact to other IE&E projects, such as, Premium Processing and Online App

Option 2: Delay Oracle Upgrades and Install existing Oracle warehouse solution into new environment

- Cost:
  - Option 1 costs plus TBD
  - OBIEE Infrastructure (Optum): $145,000
  - ETL Migration to OFE (Archetype): TBD

- Risk:
  - LOE to migrate ETL to OFE is unknown
  - Impact to other IE&E projects, such as, Premium Processing and Online App

* Confirmation of Optum hosting cost is needed.

Option 3: Delay OFE and Outsource the data warehouse and reporting

- Cost: TBD

- Risk:
  - Timeline unknown
  - Impact to other IE&E projects, such as, Premium Processing and Online App

Business Intelligence Update: Contingency Decision

- Option 2 – Reinstall Oracle Business Intelligence as a Safeguard, allowing the Oracle upgrades to happen as soon as possible
- Add additional resources to ADS database team to accelerate completion of new data warehouse

Finances

- While the cost of some of the individual projects were higher than initially estimated, overall spending remains in budget

- SFY20 projections remain in budget

- SFY21 projections are over by $218,000, but the State believes it can successfully manage to the funds available if the full $4.5 million for SFY21, is appropriated.

- CMS approved the State's cost allocation in October.

- The State has not yet successfully drawn down SNAP funds to support IE&E.