Integrated Eligibility & Enrollment (IE&E)

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VERMONT
AGENCY OF HUMAN SERVICES
AGENCY OF DIGITAL SERVICES

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Goals for today

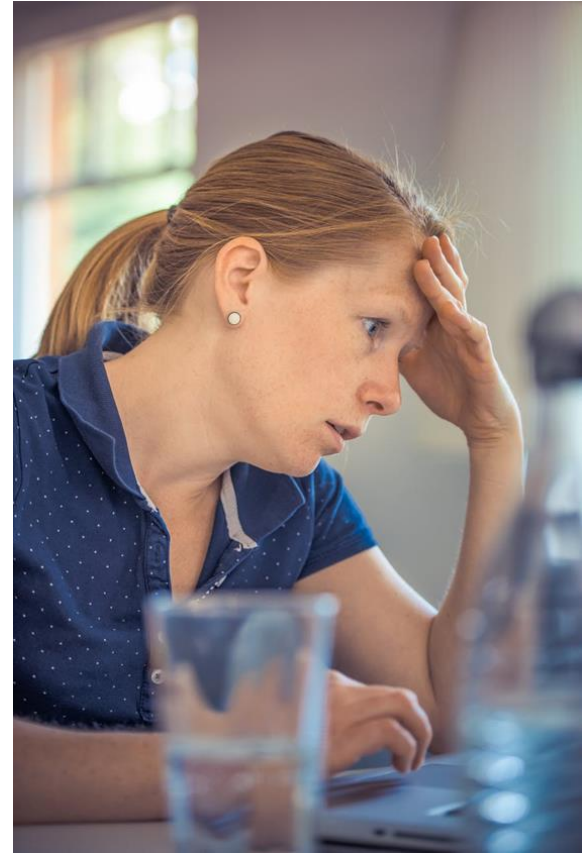IE&E Overview

Accomplishments

Delivery Strategy

Road Ahead

IE&E Overview

Over 200k Vermonters rely on us for economic and healthcare benefits each year so Vermonters need to have an easy way to apply for, and maintain healthcare and financial benefits, without coverage gaps.

IE&E is improving the customer experience.

IE&E Overview

Processes are very manual and labor intensive

Systems don't talk to each other

Lack of quality data makes program management and reporting difficult

Systems are hard to maintain and expensive to update

IE&E is improving the staff experience.

IE&E Overview

Federal and State legislation continue to expand reporting requirements and program requirements.

IE&E is improving the Federal and State experience.

Accomplishments - 2019

- Health Care Consolidated Paper Application (205ALLMED) - Implemented a single application to apply for health care benefits

    - Launched in July 2019
    - Initial estimates show that roughly 92% of new applications are submitted with all information as compared to 86% for the VHC applications and 90% for the GMC application.
    - Vermonters benefit from quicker turn-around on decisions

Accomplishments - 2019

- Customer Portal Phase I (CPPH1) - Document Uploader - Ability to upload documents and submit electronically
    - Available as of September 2019, most Vermonters can use this function
        - By April 2020 this will be available

            for all Vermonters
    - Vermonters benefit from quicker turn-around on decisions
        - 46% of Vermonters did submit their necessary documents within 24hrs (as compared to just 6% of the baseline group)
    - Staff benefit from less paperwork
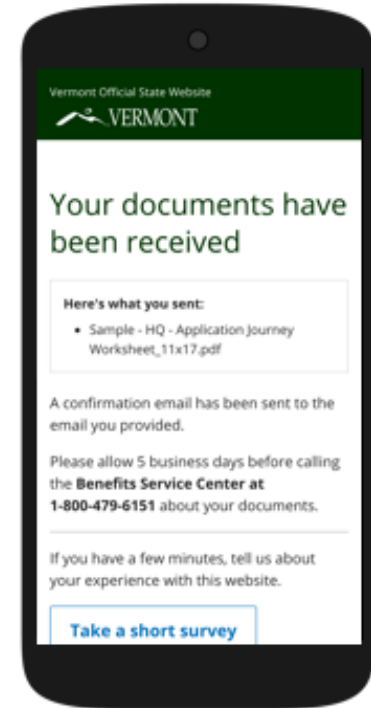
Accomplishments - 2019

- Enterprise Content Management (ECM) - Addressed the multiple systems being used for scanning all the documentation sent in from Vermonters applying for benefits
  - Available as of September 2019 Staff began using the On-Base Document Management System
    - There is additional work needed for Long Term Care (LTC) and Economic Services Division (ESD) that will be completed in 2020.
  - Reduces the number of document management systems used by the State from 2 to 1
  - Resulting in:
    - More user friendly, fast, efficient, less error-prone solution for scanning, storing and management applicant documents
    - Quicker decision time for applicants
    - Few documents needing to be scanned

Accomplishments - 2019

Federal Requirements and Compliance Activities

Consolidated health care paper application (completed)
       Rolled out to Vermonters applying for health care
       Excludes Long Term Care (LTC)

Electronic submission of Medicaid for the Aged, Blind and Disabled (MABD) changes
       Delivered online, fillable change report form (July 2019)

Delivery Strategy

We've broken up large pieces of work and used a modular contracting strategy.

Request for Proposals (RFP) for an Integration Partner to integrate existing and future features (like a general contractor)

Other procurements will address the functional IE&E needs of case management, worker dashboard, noticing, change of circumstance, etc.

Road Ahead - 2020

For calendar year 2020, the IE&E team is working on the following projects:

Customer Portal Phase 2 (CPPH2) – Online Application

- Currently applicants for Medicaid for Children and Adults (MCA & Dr. Dynasaur) and Qualified Health Plans (QHPs) can apply and receive real-time determination
- CPPH2 will provide online application functionality for MABD population which will help bring SoV into compliance with the Federal requirements for health care eligibility processing
- One-stop shopping for Medicaid health care coverage
- Improves user experience

Road Ahead – 2020

For calendar year 2020, the IE&E team is working on the following projects:

Premium Processing (PremP) –

- Return the billing of premiums and collection of payments for Qualified Health Plans (QHPs) to the commercial insurance carriers. This project is a legislative initiative.
- Project working towards an 11/1/2020 launch
- This will reduce call volume related to premium questions and will have an impact on program management.
- This will reduce reconciliation issues that exists with payments because the customer will be dealing directly with the insurance carrier.

Road Ahead – 2020 - Planning

For calendar year 2020, the IE&E team is working on the following activities:

Planning for the procurements related to Integration Partner (general contractor)
Keeping with the modular approach - first phase will be health care related
- addresses the business needs for consolidated case management, worker
dashboard, noticing, change of circumstance, etc.

Planning for Master Person Index (MPI) - provides identification of a person across
multiple systems

Darin Prail
Agency Director of Digital Services
Agency of Digital Services (ADS)

Business Intelligence Project update

Business Intelligence (BI) –

- BI Project was an attempt to bring in-house the solution and potentially save money

- It was determined that this was not going to work and therefore we are continuing the current process. This need will be addressed when future functionality is implemented, therefore this project is downgraded as a priority.

- Focused on addressing operational reports to conduct day-to-day work with over 700 operational reports (130 identified as business critical) and federal reporting

- One significant achievement by this work was creation of a replicated data-set of the IE&E data

Road Ahead – 2021 – Technical Roadmap

For calendar year 2021

Integration Partner vendor to be onboarded which includes planning and delivery of case management, worker dashboard, change of circumstance, etc.

Federal requirements and compliance activities

Master Person Index (MPI) - provides identification of a person across multiple systems

Sarah Clark
Chief Financial Officer (CFO)
Agency of Human Services (AHS)

IE&E Overall Financial Picture

Source of Funds	SFY19 Actuals + Encumbrances (6/30/2019)	SFY20 Projection (01/28/20)	SFY20 Actuals (thru 12/31/19)	SFY21 Projection (01/28/20)
IE&E Financials, Dollars in Millions				
Federal	11.0	14.0	5.3	13.3
State	2.2	4.4	1.7	4.8
Total	13.3	18.4	7.0	18.1

- The existing capital appropriation had a balance of nearly $103K as of 6/30/2019.
- AHS requested an additional $600K capital appropriation in the FY21 Capital BAA (in-line with the original capital request).

Capital Appropriations

Description	Funds	Expenditures	Balance
AHS Act #26 Sec. 3(c) 2015-2016 Session	5,413,459		
Expended 2017-2019		4,608,612	
Encumbered 2019		701,890	
Carryforward to 2020			102,957
AHS Act #42 Sec. 3(b) 2018-2019 Session SFY 20	4,691,318		
AHS Act #42 Sec. 3(b) 2018-2019 Session SFY 21	3,900,000		
JFO IT Consultant (see Sec. 32)		250,000	
Projected SFY 20		4,436,834	
Projected SFY 21		4,809,078	
Capital BAA Request SFY 21	**600,000**		
Projected Balance			(201,637)

Capital Funds reflect the available funds after the cost of bonding.

Any Questions?