

Integrated Eligibility and Enrollment (IE&E) Program Update

Joint Information Technology Oversight Committee
July 23, 2021

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Agenda

- What is the IE&E Program?
- IE&E Update
 - SFY21 Completed Projects
 - SFY22 Current Projects
- Meeting Federal Requirements
- Roadmap – Looking Ahead
- IE&E Financials

What is the IE&E Program?

The goal of the Integrated Eligibility & Enrollment (IE&E) Program is to ensure that:

1. Eligible Vermonters have a simple and easy way to apply for, access, and maintain health care and financial benefits, without coverage gaps; and
2. The State delivers these services efficiently and sustainably, using innovative ways of working and modern technology.

Vermont is pursuing a modular approach to IE&E implementation, when possible, with the goal of minimizing financial risk and driving timely and consistent business value. The IE&E Program will ensure that the products implemented are made extensible for future scalability and flexibility, are compliant with relevant State and Federal laws and regulations, and provide maximum value for customers, staff, and taxpayers.

IE&E Update: SFY 2021 Completed Projects

- **Business Intelligence** – Transferred OBIEE to OFE (Completed August 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.
- Implemented **Authentication** for Document Uploader (Completed September 2020).
 - Authentication allows us to consolidate two log-ins for Vermonters into a single log-in; making 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.
- **Medicaid for the Aged, Blind and Disabled (MABD) Online Application Pilot** (Completed September 2020).
 - The MABD Online Application Pilot allows 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 improvements.
 - The next phase of this effort has started to make this available as a self-serve option for customers.

IE&E Update: SFY 2022 Active Projects

- **MABD Self-Service Application** (In progress, target completion date: March 2022).
 - To enhance the ease by which a Vermonter can apply for (MABD) benefits.
 - Meet Federal requirements by providing an online option as well as mail, in-person, and telephone.
 - Available for new applicants or enrollees transitioning from Medicaid for Children and Adults (MCA).
- **MABD Automatic Renewals** (In progress, target completion date: December 2021).
 - Brings us in to compliance with Federal requirements for MABD renewals.
 - Reporting & business process improvements to renew eligible Vermonters automatically.
 - Pilots are in progress and have auto-renewed approximately 850 Vermonters in the first 3 months.
 - Saves Vermonters from filling out a new application annually and saves application processing time for State of Vermont staff.

IE&E Update: SFY 2022 Active Projects

- **Premium Processing Project** (In progress, will be ready for Open Enrollment: Nov. 1, 2021).
 - Qualified Health Plan (QHP) customers will pay their 2022 health insurance premiums to their commercial health insurance companies directly, removing the State (DVHA) from the financial relationship between QHP customers and their commercial health insurance companies.
- **Roadmap Planning** (In progress, target completion: August 2021).
 - Will provide more detailed roadmap recommendations with estimated timelines for the IE&E system development and completion.

Meeting Federal Requirements

- **Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Services (FNS) Cost Allocation Methodology (CAM) Toolkit:**
 - In September 2020, CMS and FNS mandated the State of Vermont update its cost allocation methodology to include level of effort cost basis.
 - The State used the CAM Toolkit with estimated development hours basis.
 - The CAM Toolkit was approved in early March 2021.
- **CMS/FNS Approval of Advance Planning Document (APD):**
 - Approval received in late April 2021; provides funding for Federal Fiscal Year (FFY) 21 and FFY 22.
 - APD update to request FFY 23 & FFY 24 federal funding is planned to be submitted in February 2022.

Roadmap: Looking Ahead

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.

- **Continue with “in flight” projects** – all currently active projects are planned to be “live” by July 2022; the last project to formally close is the Premium Processing project (June 2022).
- **IE&E to review roadmap recommendations & update** (September 2021).
- **Initiate projects on newly updated roadmap** (October/November 2021).
- **Provide CMS/FNS APD update for FFY 22 funding** (October/November 2021, if the new roadmap includes significant changes to FFY 22 activities noted in our current APD).
- **Provide CMS/FNS Annual APD update to secure funding for FFY 23 & 24** (February 2022).

State Funds Appropriation Status

Description		Amount
Act #26 Sec. 3(c) 2015-2016 Session		5,413,459
Act #42 Sec. 3(b) 2018-2019 Session SFY 20		4,691,318
Act #42 Sec. 3(b) 2018-2019 Session SFY 21		3,900,000
Act #139 2019-2020 Session SFY 21		597,130
JFO IT Consultant 2017-2021	-	375,000
Expended 2017-2021	-	10,055,754
SFY 2021 Balance	=	4,171,153
Act #74 Sec. G.501(b)(2) 2021 Session	+	9,500,000

IE&E Project Spending

Integrated Eligibility & Enrollment Financials		Status	Actual Costs	Actual Costs	Actual Costs	Projection
By Project (Staff, Operating and Staff Augmentation are included in Projects)			SFY 2019	SFY 2020	SFY 2021	SFY 2022
Project List						
A	IE Program Support (Includes State Staff, Professional IT Svc., Security, Optum IV&V etc)	Ongoing	\$ 5,796,607	\$ 5,123,710	\$ 4,274,642	\$ 10,893,090
B	Healthcare Paper Application	Completed	\$ 357,519.71	\$ 79,447		
C	Enterprise Content Management	Completed	\$ 808,296.51	\$ 1,065,535	\$ 34,700	
D	Customer Portal: Uploader	Completed	\$ 836,164.51	\$ 1,586,919	\$ 27,148	
E	Customer Portal: Online Application	Completed	\$ 538.68	\$ 1,065,481	\$ 1,632,974	
F	Business Rules Management: SNAP, LIHEAP, REACHUP, GA & HBEE	Ongoing	\$ 102,255.70	\$ 70,889	\$ 27,669	\$ 778,187
G	Customer Portal Improvements (Includes Premium Processing & Online Application)	Ongoing	\$ -	\$ 1,118,239	\$ 1,502,378	\$ 3,064,453
H	IE&E System Preparation (Includes Federal Report Development, MPI & Integration Partner)	Ongoing	\$ 849,677.81	\$ 850,500	\$ 1,603,184	\$ 5,606,480
I	Business Intelligence	Completed	\$ 414,070	\$ 1,906,653	\$ 642,471	
J	Government Procurement (18F/GSA)	Completed	\$ 1,142,475	\$ 919,540	\$ 11,613	
K	TOTAL ACTUALS or BUDGET (Sum Row A-E)		\$ 10,368,434	\$ 13,786,914	\$ 9,756,779	\$ 20,342,211
L	Federal Share (CAM Toolkit 67.6% Rate)		\$ 8,843,108	\$ 10,618,666	\$ 7,352,885	\$ 13,751,334
M	State Share (CAM Toolkit 32.4% Rate)		\$ 1,525,327	\$ 3,168,248	\$ 2,403,894	\$ 6,590,876