



VERMONT'S IE&E MODERNIZATION



VERMONT

AGENCY OF HUMAN SERVICES
DEPARTMENT OF VERMONT HEALTH ACCESS

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Garth Walker, SHRM-CP

Integrated Eligibility & Enrollment (IE&E) Program Director



Agenda

- Vermont's Procurement History
- Vermont's Desired Outcomes for IE&E
- Introducing the VT-IES Project
 - Objectives
 - Procurement
 - Implementation
 - Technical
 - Timeline
- Beyond VT-IES



Vermont's Procurement History

- ▶ Vermont has had several procurement type activities related to modernizing it's IE&E solution impacted by...
 - ▶ Natural disasters (Tropical Storm Irene), global pandemic.
 - ▶ Change in State goals or administration, change of technology needs and IE&E sponsorship.
 - ▶ ACA requirements, State's attempt to extend coverage to all Vermonters.
- ▶ The past 10 years of modernization efforts have been focused on...



Vermont's Procurement: Today

- ▶ **The risks associated with our legacy IE&E systems remain.**
 - ▶ Enrollment experience is still challenging for Vermonters.
 - ▶ Enrollment processes are very manual and labor-intensive.
 - ▶ Limited staff resources continue to use an inefficient system.
 - ▶ Systems lack modern automation.
- ▶ **Commitment from the Agency of Human Services and Agency of Digital Services.**
- ▶ **Support of a dedicated Procurement Assistance contractor**
- ▶ **Customer expectations of “online service experience” has evolved.**



Vermont's Desired Outcomes for IE&E

▶ Simplified and Streamlined Application Process

- ▶ Create a more user-friendly and efficient application process, reducing the need for Vermonters to submit redundant information and navigate numerous systems.

▶ Seamless Access to Benefits

- ▶ Ensure that eligible Vermonters can easily gain access to the health care and economic assistance benefits they need without facing unnecessary hurdles.

▶ Improved Efficiency and Effectiveness for State Staff

- ▶ Enhance the effectiveness and efficiency of State Staff in managing eligibility and enrollment processes.
- ▶ Reduce manual and labor-intensive tasks, enable better coordination across programs.
- ▶ Increase data quality and simplify procedures for State Staff.



VT-IES Objectives

▶ For Vermonters:

- ▶ Anonymous eligibility prescreening through a web-based source.
- ▶ Simplify benefits application and maintenance during changes and life events.
- ▶ Ensure secure and accessible enrollment for various benefit programs.

▶ For State Staff:

- ▶ Streamline enrollment, enabling staff to focus on complex cases.
- ▶ Use automation for daily functions and notifications.
- ▶ Access an online learning platform for system updates and process efficiency.

▶ For the new IES:

- ▶ Consolidate health and economic benefits data.
- ▶ Enhance functionality while aligning with fiscal resources.
- ▶ Provide accurate and timely benefit determination and notification.



VT-IES Procurement

- ▶ Strategy to enhance the customer experience for Vermonters and State Staff.
- ▶ Core IES that includes Customer Portal, Case Management, and Rules Engine functionality.
- ▶ Additional required functionality (reporting, interfaces, financial management, correspondence) to support the implementation of the IES core system.
- ▶ A single Prime vendor only (with or without sub-vendors) with experience implementing complex solutions within state governments.



VT-IES Implementation

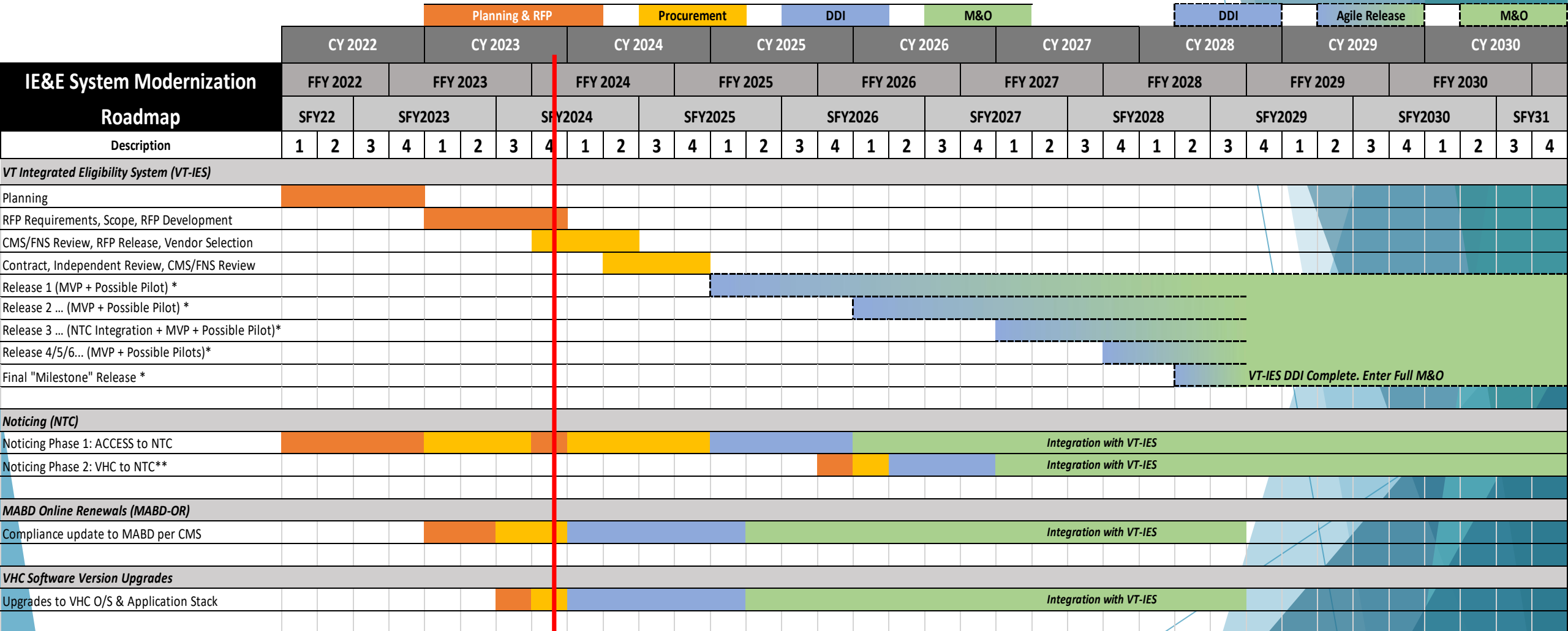
- ▶ Collaborate with the selected Vendor to determine the most suitable implementation approach for the VT-IES Solution.
 - ▶ **Considerations:** Legacy system constraints, mandated technologies, enterprise services, program sequencing, and prior modernization efforts.
- ▶ Plan for timely and incremental delivery and release of improvements.
- ▶ Phased approach to system implementation, ensuring the successful adoption and integration of the new system while minimizing risks.
- ▶ Integration with legacy systems will be required.

VT-IES Technical

- ▶ The state's technical vision for IE&E includes the following:
 - ▶ Modular and incremental modernization of system functionality.
 - ▶ Building seamless, configurable, interoperable, extensible, and maintainable systems.
- ▶ Core State technologies that the new IES will need to integrate with to support end-to-end integration
 - ▶ Hyland OnBase for Enterprise Content Management (ECM) and document storage.
 - ▶ Salesforce MuleSoft for data and application integration.
 - ▶ Okta for external user Identify Access Management (IAM) and Single Sign On (SSO)
 - ▶ Verato for Master Person Index.

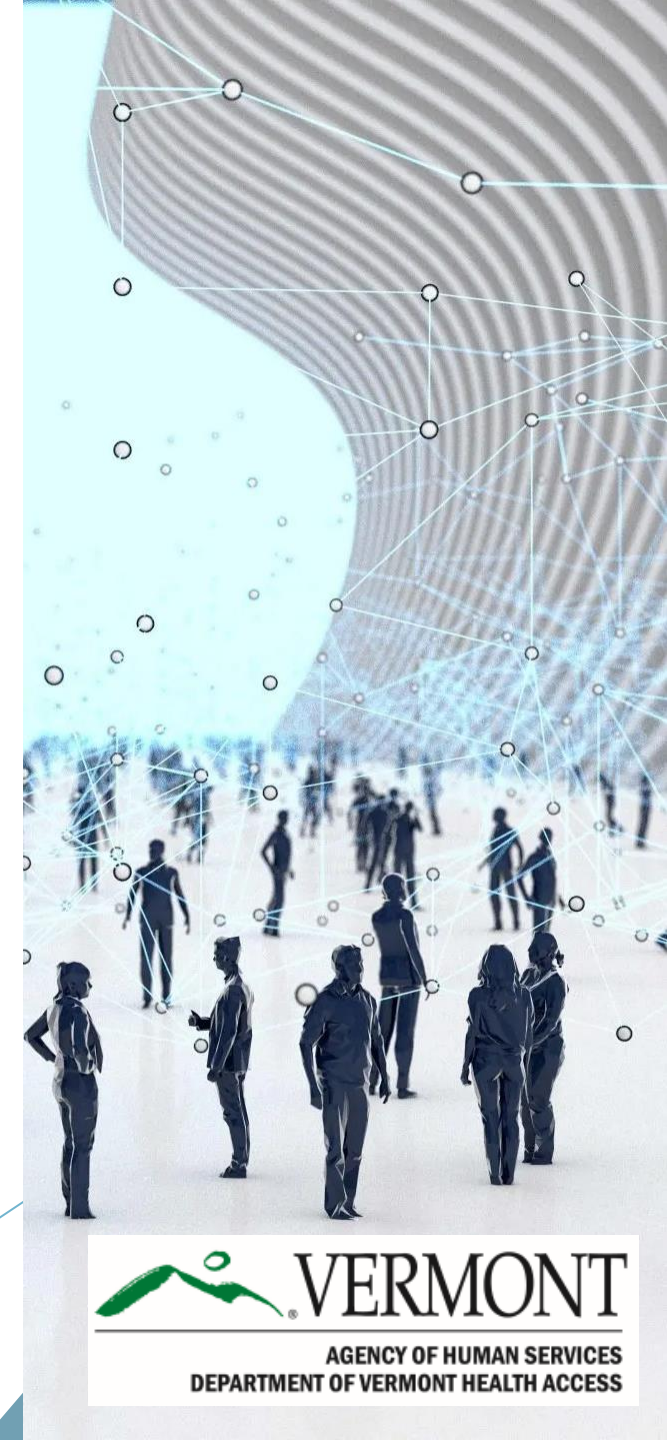


VT-IES Timeline



Beyond VT-IES

- ▶ Eligible Vermonters have a simple and easy way to apply for, access, and maintain healthcare and financial benefits without coverage gaps.
- ▶ We deliver these services efficiently and sustainably, using innovative ways of working and modern technology.
- ▶ Importance of modernizing our IE&E system to ensure we can support our residents and protect the most vulnerable.
- ▶ Ongoing modernization efforts are necessary to:
 - ▶ Ensure compliance with federal and state regulations.
 - ▶ HIPAA compliance.
 - ▶ **Better experience for Vermonters and State staff.**



Thank you
Questions?