

Integrated Eligibility and Enrollment (IE&E)

Vermont Integrated Eligibility System (VT-IES) Project

Joint Information Technology Oversight Committee

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Agenda



- **IE&E Overview**

- Vision, Programs & People
- Current Challenges

- **Modernizing Vermont's IE&E System**

- VT Integrated Eligibility System (VT-IES)
- Supporting People, Practice, and Progress
- Investing in People and Modern Systems
- Vermont's Modernization Journey

IE&E Overview: Program Vision



“Eligible Vermonters have a simple and easy way to apply for, access, and maintain health care and economic benefits without coverage gaps.”

Health Care

Department of Vermont Health Access (DVHA)

Economic Benefits

Department of Children & Families:
Economic Services Division (DCF-ESD)



IE&E Overview: Programs & People



Health Care

- Medicaid
- Dr. Dynasaur (Children's Health Insurance Program – CHIP)
- Pharmacy Programs
- Qualified Health Plans (QHP)
- Refugee Medical Assistance (RMA)

Economic Services

- 3SquaresVT (Supplemental Nutrition Assistance Program - SNAP)
- Fuel Assistance (Low Income Home Energy Assistance Program LIHEAP)
- General Assistance (GA) & Emergency Assistance (EA)
- Reach Up (Temporary Aid for Needy Families - TANF)

Serving over 220,000 Vermonters each year

Current Challenges



For Vermonters

- Repeated data entry across programs
- No unified application or renewal process
- Limited mobile access and language support
- Risk of coverage gaps due to confusing notices

For State Staff

- Manual, time-consuming processes
- Siloed systems and fragmented data
- High maintenance costs and compliance risk

Current System Challenges

Legacy systems are siloed, not mobile-friendly, and each with unique problems

ACCESS

Non-Modified Adjusted Gross
Income Medicaid (Non-MAGI)
Economic Services Programs

Years of ad hoc development
Limited staff to maintain
40+ year old outdated technology



Siebel (VHC)

Qualified Health Plans (QHP)
Modified Adjusted Gross Income
Medicaid (MAGI)

Highly customized
Not modular in design
Expensive to update



“Retiring the ACCESS mainframe is a strategic priority”

Vermont Integrated Eligibility System (VT-IES)

VT-IES

**MODERNIZING WITH PURPOSE: PEOPLE-FIRST
SYSTEMS FOR HEALTH AND ECONOMIC WELLBEING**



VT-IES: One Portal, One System, All Programs

Supporting People, Practice, and Progress

- **Enhanced Customer Experience:** Streamline processes for Vermonters and State staff.
- **Deliver Core Functionality:** Customer Portal, Case Management and Eligibility Rules Engine.
- **Retire Legacy Systems:** Replace all IE&E programs currently on the ACCESS mainframe and VHC.

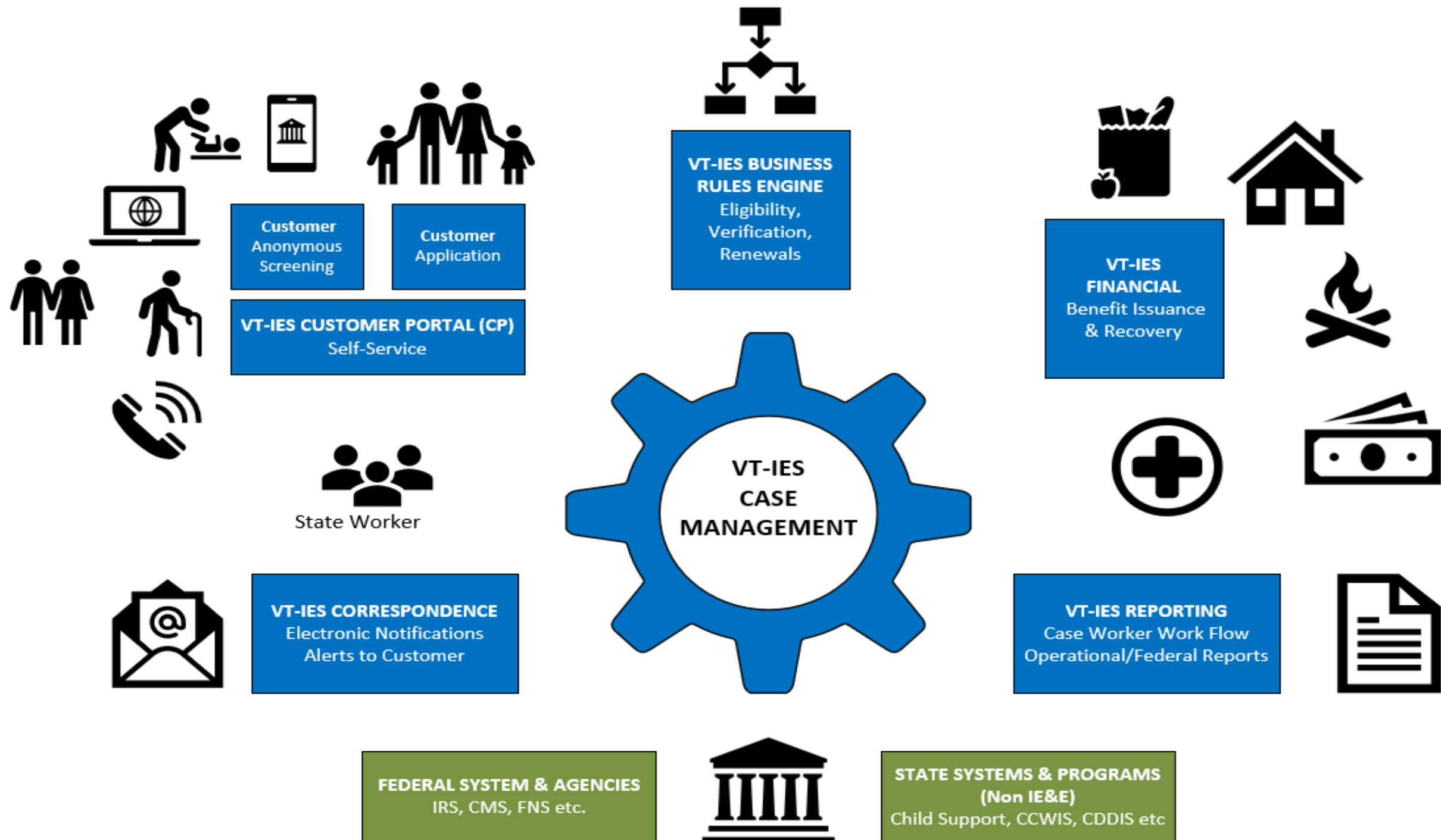


Risk Reduction

System
Improvement

Functional
Improvement

User Experience



VT-IES: Implementing the Solution



- **Initial Releases:** Single cohesive platform, anonymous screening and document uploader for select programs
- **Subsequent Phases:** Progressive platform and automation enhancements, program integrations
- **Early Wins:** Improvements within 12-months

“A truly unified eligibility experience”

Stakeholder Engagement: Building Together

Procurement Phase

- RFI's across 2022–2023 for vendor input
- Vendor solution demonstrations
- Peer state engagements
- Cost-Benefit Analysis
- Federal partner collaboration (CMS, FNS)
- Independent Verification & Validation (IV&V)
- Cross-agency input

Implementation Phase

- Human-centered design and usability testing
- Multilingual, mobile-friendly portal
- Ongoing feedback with state, federal and community partners and end-users

“Built with stakeholders, refined with Vermonters”

The Risk of Delay

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- **Compliance & Funding:** Federal standards, recoupment risk
- **Operational Fragility:** Aging technology, sourcing skilled staff for legacy system support
- **Technical Fragility:** Complex programming hinders timely updates and responsiveness
- **Service Impact:** Benefit disruption, accessibility gaps

“ACCESS Mainframe risk is widely recognized – delay increases exposure”

VT-IES: Investing in People & Modern Systems

- **Design & Technology:** Tailored for Vermont, reuse of state technology investments
- **Technical Debt Reduction:** Consolidating two legacy systems into a single, modern platform
- **Efficiency & Integrity:** Configurable rules engine, statewide health data analytics, program integrity
- **Federal Partnership:** CMS/FNS co-funding, strategic validation

“Smart investment, long-term value”



Timeline – Why it Takes Time

RFP Development (Jan 2022 – Sept 2024)

- 3 RFIs to gather vendor input and validate feasibility
- Federal partner collaboration with CMS and FNS



Procurement (Oct 2024 – July 2026)

- RFP posting, scoring, demos, contracting, federal and state reviews

Design, Development, Implementation (2026 – 2030):

- Phased delivery over 3-4 years with early wins

“Built for sustainability, not speed”

Vermont's Modernization Journey

What's Different This Time?

- **Past Challenges:** VHC launch, rushed timelines, lack of user support and training.
- **Past Successes:** System stability, security compliance, risk mitigation
- **New Approach:** New IE&E leadership since 2022, change management focus and stakeholder coordination.
- **Federal Alignment:** Procurement rigor, outcome-driven design

“Lessons learned, applied with discipline”

Why VT-IES Is a Strategic Imperative

Transforming How Vermont Delivers Essential Services

“VT-IES is not just a system upgrade — it’s a transformation in how Vermont will deliver essential services. It reflects our values: accessibility, efficiency, and empathy. With federal partnership, stakeholder collaboration, and a phased, sustainable approach, we’re ready to deliver meaningful change — starting now”



Questions?



VERMONT

AGENCY OF DIGITAL SERVICES
AGENCY OF HUMAN SERVICES

