Reconciliation:

Deloitte 2014 Recommendations and MNsure IT 2015/2016 Projects

Sept. 1, 2015

Based on:
Deloitte MNsure Phase II Project
Deliverables #3 – Phase 1 Functional and Technical Assessment
June 18, 2014

Background

This document compares recommended "sub-functions" listed in the Deloitte June 2014 report with MNsure IT projects that have been completed, are underway, or are currently planned. This is a "point-in-time" summary, listing information that is known as of early September, 2015.

In this document, the "sub-functions" noted in the Deloitte report have been aligned with 2015-16 MNsure IT Project work. In some cases, sub-functions match precisely with MNsure IT Project work. In other cases, sub-functions may span multiple projects or may be accomplished in stages over multiple IT releases.

Also, it should be noted that MNsure IT projects also target functionality improvements above and beyond what is listed in the Deloitte report. Some examples of this are improvements to infrastructure and completion of federal mandates, such as Verify Lawful Presence (VLP).

In this document, the initial number of MNsure IT projects listed for 2016 should be considered tentative in terms of scope and timing. An expanded and more detailed plan for 2016 MNsure IT projects will be developed over the next two months and will include input from key stakeholder groups, including carriers, counties and assisters. That plan will provide a more complete listing of MNsure IT projects slated for release throughout 2016.

Scope and timing of MNsure IT project work is adjusted as needed as functionality changes and defect fixes are planned, developed, executed and tested.

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(*Observation 1*) **Individual Renewals (QHP)** Renewal and open enrolment functionality is not currently in the system. The policy for QHP/APTC renewals has not been defined and business requirements have not been documented	QHP Renewals and Open Enrolment (#91)		3rd Qtr Release, 2015 (Oct. 3) Code will deploy for MNsure Open Enrolment capability, Manual Renewals, enhanced verifications, FTR Validation, auto-close cases and exchanges with the Fed Hub.
(*Observation 1*) **Medicaid/MNCare Renewals** Renewal and open enrolment functionality is not currently in the system. While Medicaid and MNCare policy has been developed, business requirements have not been started.	Enhanced MA and BHP Renewal Functionality Phase 2 (#91)	4th Qtr 2014 – Selected cases, submitted to HUB, processed responses and produced an AR or NTR notice 2nd Qtr 2015 – Functionality to process renewals outside the certification. 3rd Qtr 2015 – Functionality to process timely renewals within the certification period.	3rd Qtr Release, 2015 (Oct. 3) Enhancements to Renewals Functionality will enhance public program renewal functionality including manual renewals, enhanced verifications, FTR Validation, auto-close cases, exchanges with the Fed Hub, and eight new Notices.
(*Observation 1*) **Mixed Case Renewals** Renewal and open enrolment functionality is not currently in the system.	QHP and BHP Renewal Functionality Phase 2 (#91)		3rd Qtr Release, 2015 (Oct. 3) Renewal and Open Enrolment functionality will be delivered on 10/3,

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 5) **Change Reporting Not Triggering Special Enrolment Period**	Observation 5 does not address SEP –	This is part of the CIC project team and procedural changes have taken place in all releases	Procedural changes will continue to be part of every release.
(Observation 5) **834/MMIS Update Transaction Generation and Accuracy** Caseworkers are manually determining eligibility and contacting carriers as needed in cases of an emergency.	834 Readiness/834 True-Up (#98)		September (not connected to a specific IT release date)
(Observation 1) **Medicaid Redetermination** Renewal and open enrolment functionality is not currently in the system. While Medicaid and MinnesotaCare policy has been developed, business requirements have not been started. The policy for QHP/APTC renewals has not been defined and business requirements have not been documented.	Enhanced MA and BHP Renewal Functionality Phase 2 (#91)		- Business Requirements for Medical Assistance and MinnesotaCare completed in June, 2015 – Functionality included in 10/3 release. - QHP policy and business requirements completed in June, 2015. Functionality included in 10/3 release.

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 14) **Data Seen in Worker Portal Matches What Was Entered in Client Portal** - Application data is transferred from the Citizen Portal to the Worker Portal, but not from the Worker Portal to the Citizen Portal. Applications cannot be started in the Worker Portal, saved, and resumed in the Client Portal. - The limited integration results in disparate data being presented on the portals. As a result, workers do not see the same information on the Worker Portal that a client is seeing in their account on the Citizen Portal and vice versa.	Citizen Worker Portal (#4)		1st Qtr 2016
(Observation 14) **Add/Edit Customer Information** The MNsure system contains a Worker portal and a Citizen portal, each with its own eligibility rule set and data schemas. The limited integration results in disparate data being presented on the portals. As a result, workers do not see the same information on the Worker portal that a client is seeing in their account on the Citizen portal and Vice versa.	Citizen Worker Portal (#4)		1st Qtr 2016

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 5) **Process Life Changes** MNsure does not have the end to end functionality to process changes in circumstance.	Streamlined Life Events/Change Wizards (#32, 33, 34)	Aug. 22, 2015	Functionality to add a household member (including add a new born), remove a household member, and add coverage to a household member. Future releases will include functionality to add/update income and change address. *Future Phase-2016*
(Observation 22) **Premium Invoice Generation for MinnesotaCare** Invoice generation issues result in inaccurate invoices.	MinnesotaCare Premium Invoicing Payment Processing. (#61)		January 9, 2016
(Observation 23) **Premium Payment for MinnesotaCare** Payment collection functionality has encountered multiple issues accurately applying rules, resulting in payments being unable to be processed.	MinnesotaCare Financials to MMIS (#61)		January 9, 2016
(Observation 4) **Submit Application** The system is designed to move applications with a technical error encountered during transfer from the Citizen to the Workder portal in one of two queues:the Process Instance Error (PIE) queue or the Evaluation QUEUE	System Defect	Resolved 2014	

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 8) **Set Coverage Begin and End Dates for APTC** System logic is set up to deny eligibility for MNCare as well as APTC and CSR for those who disclose having MEC.	Worker Portal Effective Dates (#2)		1st Qtr Release, 2016
(Observation 8) **Set Coverage Start and End Date for QHP** System logic is set up to deny eligibility for MNCare as well as APTC and CSR for those who disclose having MEC.	Worker Portal Effective Dates (#2)		1st Qtr Release, 2016
(Observation 8) **Determine Coverage Effective Date** System logic resulted in inappropriately delaying eligibility for clients whose MEC is ending, potentially creating a gap in coverage between the end of MEC and start date of new coverage.	System Defect	Resolved 2014	
(Observation 15) **Edit Document Verification Status (Verified, Pending, Rejected, etc.** Manual override capabilities are not used due to existing defects with the override functionality	System Defect	Resolved 2014	

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 2) **Log In and Access My Account/Dashboard** Citizen Portal functionality does not allow the client to: - Edit data or report changes - View their notifications - View current eligibility status if eligibility has changed since the initial application - View current enrolment information if enrolment has changed since the initial application	Usability Enhancements (#41, 14, 57)	Aug. 22, 2015 (#41)	3rd Qtr Release, 2015 (Oct. 3) (#14) 4th Qtr Release, 2015 (Dec. 19) (#57)
(Observation 2) **View Application History** - Edit data or report changes - View their notifications - View current eligibility status if eligibility has changed since the initial application - View current enrolment information if enrolment has changed since the initial application	Usability Enhancements		*Future Phase 2016*
(Observation 13) **Medicaid Enrolment File** The interface between MNsure and MMIS is missing key information on TPL and ID cards, specific data elements for federal reporting, and demographic data changes. Data reconciliation with MNsure and MMIS is required.	MNsure / MMIS Interface Functionality Package		Not Currently Scheduled (workaround exists)
(Observation 10)			

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
Monthly Reconciliation MNsure does not process 999 transactions, error reports, or effectuation or termination notices from carriers for QHPs. Generation of the initial 834 requires manual intervention to review the 834 for data accuracy.	834 Readiness/834 True Up 834 Effectuation 834 Reconciliation		September, 2015 October, 2015 December, 2015
(Observation 9) **Determine Medicaid / MinnesotaCare Eligibility & MinnesotaCare Premium** During system demonstrations, an application was created for a couple applying together for benefits with the husband's younger brother (who they claim as a tax dependent) and with the wife's daughter from a previous relationship (claimed by absent parent). The system found the child eligible for Medicaid, which was not the expected result per State staff.	System Defect (#61)		4th Qtr Release, 2015
(Observation 11) **Change Reporting Triggering Special Enrolment** MNsure lacks SEP functionality required to handle new applications and changes in existing client cases due to life events (birth, death, marriage, etc.). State staff manually review incoming applications to verify SEP eligibility and release an 834.	Special Enrolment Period (#60)		1st Qtr Release, 2016
(Observation 14)			

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
Worker View of Information Regarding Consumer Limited integration of the Worker Portal and Citizen Portal results in disparate data being presented on the portals. As a result, workers do not see the same information on the Worker portal that a client is seeing in their account on the Citizen Portal and vice versa.	Citizen Worker Portal (#4)		4th Qtr Release, 2015
(Observation 5) **Change Primary Applicant SSN** MNsure doesn't have the end-to-end functionality to process existing client case changes. - Clients are unable to enter changes directly in the Citizen Portal - Changes made in the Worker Portal may not result in the expected eligibility determinations - Changes in eligibility are not propagated to carriers and MMIS - Changes entered into the Worker Portal are not updated in Citizen Portal. - Case workers are manually determining eligibility and contacting carriers or MMIS as needed in cases of emergency.	System Functionality Change	Resolved 2013/2014	
(Observation 16) **Ability to Set and Extend Correct Verification Time Period**	Caseworker Functionality Simplification (#4, #59)		4th Qtr Release, 2015

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
Workers are unable to set and extend correct verification time period.			
(Observation 20) **Automated Batches for Notices** MNsure is not issuing notices with the exception of requests for additional information/verification needed to determine eligibility.	System Defect	Resolved 2014	
(Observation 3) **Clearance / Registration** – An exact data match is necessary to recognize whether an applicant already exists in the MNsure system from a previous application	Unique Person ID/Duplicate PMI (#68)	Fixes to correct duplicates implemented 4th Qtr 2014.	1st Qtr Release, 2016 will address larger issues
(Observation 15) **Override Eligibility Determination** Manual override capabilities in the Worker Portal are not used due to existing defects with the override functionality.			This is a lower priority as the goal is to correct the issue rather than fix the work-around.
(*Observation 28*) **Remove Primary Applicant** Functionality to remove the primary applicant from the case is not available.	Streamlined Life Events (#33) – Change Wizards (Remove a household member)	Aug. 22, 2015	

PROVIDING THE LEADERSHIP AND SERVICES THAT IMPROVE GOVERNMENT THROUGH THE EFFECTIVE USE OF INFORMATION TECHNOLOGY.

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
(Observation 8) **Calculate APTC** The system intermittently incorrectly determines the benchmark plan premium amount to be $0 causing APTC to be $0.	Project Integrity and Compliance		2016
(Observation 8) **Determine Coverage Start/End Dates for Medicaid / MinnesotaCare Eligibility** The system is setup to deny eligibility for MNCare and APTC for those who disclose having Minimum Essential Coverage (MEC) during the application month. When a client's MEC is ending in the application month the system doesn't find them eligible for the following month.)	Project Integrity and Compliance		2016
(Observation 8) **Determine APTC Eligibility** The system is setup to deny eligibility for MNCare and APTC for those who disclose having Minimum Essential Coverage (MEC) during the application month. When a	Project Integrity and Compliance		2016

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
client's MEC is ending in the application month the system doesn't find them eligible for the following month.)			
(Observation 14) **Process Paper Applications** Applications cannot be started in the Worker Portal, saved, and resumed in the Citizen Portal, workers are entering paper applications in the Citizen Portal. Some 30,366 paper applications have been entered in the system through 5/22/14. A downstream impact of this is that the Citizen Portal does not allow case workers to enter a backdated receipt date.	Caseworker Functionality Simplification (Case Management (Rule Set Change)	Resolved 2014	
(Observation 14) **Initiate Eligibility Determinations** The lack of synchronization of the Citizen Portal and the Worker Portal may result in inconsistent eligibility determinations and coverage dates being presented to workers and clients.	Caseworker Functionality Simplification (Case Management)	Resolved 2014	
(Observation 14) **Worker Creation of Client Account** – Application data is transferred from the Citizen Portal to the Worker Portal, but not from the Worker Portal to the Citizen Portal. Applications cannot be started in the Worker Portal, saved, and resumed in the Client Portal.	Citizen Worker Portal (#4, 59)		1st Qtr. Release, 2016
(Observation 3)			

Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
Interface with MMIS The SMI query to check for an applicant's existing coverage is implemented with interim logic instead of the full SMI logic to search in legacy systems (MMIS/MAXIS)	Unique Person ID		1st Qtr Release 2016
(Observation 25) **Adverse Action** Individuals who are aging out of their existing Medicaid eligibility groups are reflected in the MNsure system as being transitioned to their new eligibility groups. However, only in certain cases is the client made aware of the change and transitions from a public program to QHP eligibility do not take place.		(*Partially* Delivered: executed upon renewal or change in circumstance processing)	
(Observation 10) **834 / 999** MNsure does not process 999 transactions, error reports, or effectuation or termination notices from carriers for QHPs. Generation of the initial 834 requires manual intervention to review the 834 for data accuracy.	834 Readiness/True- Up (#98) 834 Effectuation 834 Reconciliation		September 2015 October, 2015 December, 2015
(Observation 10, 28)			

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Deloitte Sub-Function pp. 36-37 with original observation	MNsure IT Project (Project Number)	Project Delivered (Date)	Project Planned (Timeframe)
Disenrollment and Terminations Functionality to remove the primary applicant from the case is not available	Streamlined Life Events/Wizards (Remove a HH member)	Aug. 22, 2015	
MNsure does not process 999 transactions, error reports, or effectuation or termination notices from carriers for QHPs.	834 Readiness/True Up		September, 2015
(Observation 3) **Cross-Case Eligibility Check** An exact data match is necessary to recognize whether an applicant already exists in the MNsure system from a previous application.	Unique Person ID /Duplicate PMI (#68)		1st Qtr Release, 2016
(Observation 20, 21) **Notice Data Accuracy** MNsure is not issuing notices with the exception of requests for additional information/verification needed to determine eligibility.	Notices (#86)	05/2015, 08/2015	
The denial and termination notices contain eight denial/termination reasons, which is not the comprehensive list of denial/termination reasons per State policy	Notices (#99)		4th Qtr. Release, 2015