

MNsure IT Update

Aug. 20, 2015

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Chief Information Officer

MN.IT Services @ DHS / MNsure

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- MNsure IT Program Status
 - MNsure IT Program Governance
 - Renewals Update
 - Summer Release
 - Functionality already delivered
 - Functionality coming Aug. 22
 - Understanding “Streamlined Life Events”
 - Release Plan – Project Status – “Where we were”
 - Release Plan – Project Status – “Where we are now”

MNsure IT Program Status

August 2015

- **Significant build-out of IT program governance, management**
 - ✓ Converted from “vendor managed” to “state managed”
 - ✓ Integrated plan with standards for reporting defined
- **Specialty resources & processes enhanced**
 - ✓ Improved quality assurance
 - ✓ Disciplined release management
 - ✓ Dedicated team working on 834 data transactions with carriers
 - ✓ Dedicated operational teams defined
 - ✓ Separate work-streams active and delivering
- **Greater system stability and reliability**
 - ✓ System downtimes are planned, scheduled, communicated and rare
- **Steady, incremental functionality improvements**
 - ✓ 2015: Three releases completed, three additional scheduled
 - Critical functionality improvements for public programs and QHP
 - ✓ Projects reflect stakeholder engagement and input
 - Counties, Carriers, Navigators / Brokers

MNsure IT Program Governance

August 2015

- MN.IT now has full IT responsibility – program governance and project management
- Program Manager in place
- 23 Projects currently underway
- Each project includes:
 - ✓ Requirements gathering
 - ✓ Code design/development
 - ✓ Quality assurance testing
 - ✓ Release scheduling
- Vendor pool being diversified
- Strong collaboration across MN.IT, DHS, MNsure, vendor support teams

Each Project Includes:	
Champions / Sponsors (from DHS, MNsure and / or MN.IT)	
Project Manager	Tech leader
Business Analyst leader	Quality Assurance leader

MNsure Executive Steering Committee – Chuck Johnson – Nathan Moraco – Allison O’Toole – Katie Burns – Greg Puchling – Scott Peterson – Deborah Huskins																							
Project Management Team – Deb Tibstra – Rachel Peterson – Kevin Vernon-Harris																							
Program Manager – Kathleen Hertenstein, Deb Foster																							
Group/Project	Project Group Lead – Dawn VanDyke						Project Group Lead – Raghav Bodi					Project Group Lead – Ashwin Katari				Project Group Lead – Katrina White				Project Group Lead – Dana Dowd			
	Caseworker/Case Mgmt						Navigators/Brokers					Applicants/Carriers				Integration/System				Back End Infrastructure			
	1 Worker Portal Effective Date / Change Wizards	2 Worker Portal Task List / Case Mgmt	3 M&BHP Renewal/ QHP Open Enrollment and	4 BHP Premium Services/ Post Processing	5 All System Coverage	6 Safe At Home	7 Citizen Worker Portal	8 Navigator/ Broker Portal	9 User Experience & Interface (UEI/UX)	10 Special Enrollment Period	11 834 Carrier Fidelity	12 Enrollment System of Record Phase II	13 1095A 1095B	14 1095B 1095SB	15 1095B 1095SB	16 Verify Leaflet Process (VLP)	17 Unique Person ID/Display cat. PM	18 MMIS/ MMIS Interface	19 FHEM Interface	20 Notices	21 Data Access & Management (Reports)	22 Infrastructure Improvement	23 Compliance/ Audits
Project Champion DHS	Pam Daniels	Daniels Deborah Huskins	Pam Daniels	Pam Daniels	Pam Daniels		Daniels Deborah Huskins	Karen Gibson	Rachel Peterson				Karen Gibson										
MNsure	Bob Paulsen	Bob Paulsen					Ken Harper/ Christina Wessel	Shane Delaney	Bob Paulsen	Peg Hersch	Peg Hersch	Peg Hersch	Peg Hersch	Peg Hersch	Peg Hersch						Kristin Kelly	John Myanjon	Krista Fink
MN.IT			Joel Hooker																		Anna Lattu	John Hoenigshmidt	Anna Lattu
Project Manager	Rakesh Desai/ Todd	Jennifer Smith	Angie Suits/ Alan Downs	Judie Hughes	Jennifer Smith		Nick Brian	Mike Uhl	Nick Brian	Mike Uhl	Spd Goslin	Ashwin Katari	Ashwin Katari	Yen Rao	Yen Rao	Mike Chase	Fritz Ehlers	Linda Martinez	Mike Chase	Dana Dowd	Steve Davis	Mike Drown	Ven Rao
Tech Lead	NIT	Marcin Rembicz	Marcin Rembicz	Marcin Rembicz			Janita Chong	Marcin Rembicz	Marcin Rembicz	Marcin Rembicz	Nick Njora	Nick Njora	Nick Njora	Nick Njora	Nick Njora	Marcin Rembicz	Marcin Rembicz	Marcin Rembicz	Marcin Rembicz	Boris Babushkin		Maitra Abrams	Vill Cragoe
IBM																							
Connecticut																							
BA Lead	Yang Emmannott	Chantell e Yang	Rae Garner		Sandra Peacock	Bonnie Swearingon	Bonnie Swearingon	Elizabeth Sandeep	Elizabeth Sandeep	Chantele Yang	Dill Grewe	Dill Grewe	Dill Grewe	Devica Dohema	Jerr Mahesh	Lica Grism	Deb Nieder	Priscilla Fabel	Priscilla Fabel	Priscilla Fabel	Jacqueline Carter	Doug Talley	Sai Bollineni
QA Lead																							



Renewals Update

August 2015

RENEWALS – MinnesotaCare and Medical Assistance

- **Cause of Renewals Problem**
 - ✓ Data transfer issues, both Fed Hub and MNsure IT - **RESOLVED**
 - ✓ Permanent MNsure IT fix is in place:
 - Continue refining business rules and achieving higher renewal rates
- **Backlog Caused by Renewals Problem**
 - ✓ January – May, ~180,000 cases, significant impact on DHS/Counties
 - ✓ Corrective actions underway
 - Communication with enrollees
 - DHS / Counties working to close or renew cases
 - ✓ Active Case issues related
 - Life event changes could not be processed
 - Financials accounts not created for limited number of MinnesotaCare enrollees resulting in gap of invoice creations
- **Downstream Impacts**
 - ✓ Diversion of business and IT staff time to address the issue reduced capacity to work on future releases

Summer Release

August 2015

Summer Release Functionality – Already Delivered

Name	Description
Multi-factor Authentication	Provides an extra layer of security for the MNsure IT system. In addition to user name and password, an additional one-time “token” password is required for system access.
Form 834 Enhancements	Reconciles and aligns 834 (enrollment data) with 1095 (tax credit/filing data). Also fixes data transfer issues between two state systems.
Safe At Home	Provides enhanced data security for public program enrollees who are victims of domestic abuse (e.g. masking of contact information).
MinnesotaCare Premiums	System changes to automate premium increase mandated by 2015 Legislature.
MMIS* / MNsure Interface *Medicaid Management Information System	System enhancements/fixes between two state IT applications, e.g. cross-referencing of SSN, transmit date of death (end coverage date to MMIS), etc.

Summer Release

August 2015

Summer Release Functionality – Delivery Aug. 22

Name	Description
Tasks* (Worker Portal) *Tasks serve as “to-do” lists for workers.	Creates new tasks to aid workers in handling cases. Creates ability to filter / sort / group tasks based on the type / category.
Streamlined Life Event processes	Streamlines and automates life event changes for three items: Add Coverage, Add a Household Member, Remove a Household Member.
Medical Assistance and MinnesotaCare Renewal Functionality	Establishes Timely Renewal Processing functionality. Corrects issues related to Projected Annual Income evidence.
User Experience	Updates the online application to bring Minnesota in compliance with federal requirements; additional user enhancements are also being planned.
System Defects	A collection of improvements to the IBM Cúram portion of the application to correct a variety of critical defects.
834 Transmissions to Carriers	Additional functionality for enrollment data transmission to carriers.

Understanding “Streamlined Life Events”

August 2015

WHAT

- Three new Change in Circumstance enhancements will streamline and automate life event changes
- Data is input once, then auto-populated into multiple fields in the online form
- Reduces potential for data input errors; eliminates redundant entries; increases worker efficiency

WHEN

- Scheduled for Summer Release (weekend of Aug. 22)

Capability	Objective / Goal	Vs. MAXIS (old system)
• Add a person to the household	Reduce data entry from 25-30 minutes to 5-10 minutes	Average data entry: 5-8 minutes
• Add coverage for a family member	Reduce data entry from 10 minutes to 5 minutes	Average data entry: 8-10 minutes
• Remove a person from the household	Reduce data entry from 45-60 minutes to 25-30 minutes	Average data entry: 15-20 minutes

2015 Plan Overview

Open Enrollment

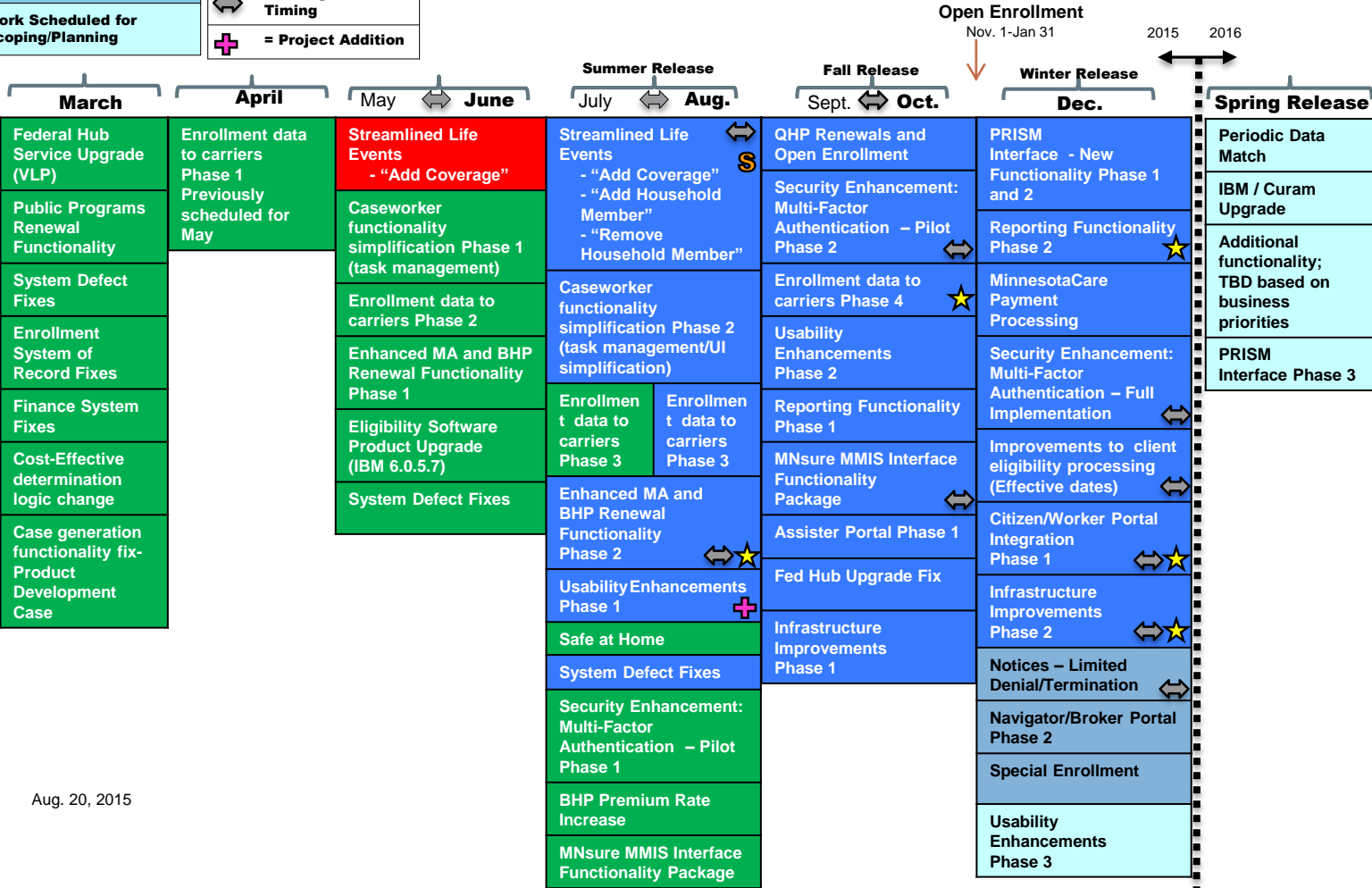
Nov. 1-Dec. 31

March	May	July	Sept.	Dec.
Federal Hub Service Upgrade (VLP)	Life Event Entry Phase 1 (2 high priority items)	Security Enhancements (Multi-Factor Authentication) –Pilot	QHP Renewals and Open Enrollment	PRISM Interface
Public Programs Renewal Functionality (415)	Caseworker functionality simplification - Phase 1 (task management)	Life Event Entry Phase 2 (4 remaining high priority items)	Improvements to client eligibility processing (Effective dates) Phase 2	Reporting Functionality Phase 2
41 System Defect Fixes	Enrollment data to carriers (Phase 1 – EDI transaction)	Caseworker functionality simplification Phase 2 (task management/UI simplification)	Security Enhancement Multi-Factor Authentication full implementation	Usability Enhancements Phase 2
Eligibility System of Record Fixes 14	Enhanced MA Renewal Functionality	Improvements to client eligibility processing (Effective dates) Phase 1	Citizen/Worker Integration Phase 1	Navigator/Broker Portal Phase 2
Finance Fixes (5) EP	Eligibility Software Product Upgrade	MinnesotaCare Payment Processing	Notices – Limited Denial/Termination	Citizen Worker Portal Phase 2
Cost-Effective determination logic change	System Defects	MA and BHP Renewals Processing Functionality Phase 2	Usability Enhancements Phase 1	
Case generation functionality fix-Product Development Case		Enrollment System of Record Phase 2	Reporting Functionality Phase 1	
		Special Enrollment	MNsured MMIS Interface Functionality	
			Navigator/Broker Portal Phase 1	

April 14, 2015

Release Plan – Project Status

Work Incomplete	★ = Change in Status
Work Completed	Ⓢ = Change in Scope
Work Currently	↔ = Change in Timing
Work in Planning Phase	⊕ = Project Addition
Work Scheduled for Scoping/Planning	



Aug. 20, 2015



Questions

Thank you!

