



# HITSAC Update

June 20, 2013

---

David E. Mix, PMP, MBA  
eHHR Program Director





# Agenda

- Program Office Highlights
- eHHR Program
- Accomplishments
- Wrap-up



# PROGRAM OFFICE HIGHLIGHTS



# Program Office Highlights

## Major HHR Efforts

- Evolve analytics discipline across agencies
  - Create visibility and transparency into operations
  - Tools to effectively run the business
  - Fight fraud and abuse
- eHHR modernization of eligibility services
  - Comply with Patient Protection and Affordability Care Act (PPACA)
  - Develop a self-service model for clients
  - Build operational efficiency into social services
  - HHR services integrated across agencies
  - Fight fraud and abuse



# Program Office Highlights

## Preparing to Comply with PPACA

Affordable Care Act requires:

- Complete replacement of Medicaid eligibility criteria
- Eligibility criteria must be checked real-time with Social Security Administration, IRS, Homeland Security
- Income must be computed using IRS Modified Adjustable Gross Income (MAGI) methodology
- Applications must be accepted on paper, on-line, by phone and by fax
- New coverage for foster children
- Changes to notifications (letters), appeals and complaints processing
- New Presumptive Eligibility workflow for hospitals
- Cases must be coordinated real-time with the Federal Marketplace; electronic transfer between Medicaid and subsidized coverage



# eHHR PROGRAM



# eHHR Program

## Team

### Department of Social Services (DSS)

- Leader on eligibility system modernization
- Interface with local DSS agencies and community partners

### Department of Medical Assistance (DMAS)

- MAGI Call Center operations
- Interface with Center for Medicare and Medicaid Services (CMS)
- Affordable Care Act policy experts
- Federal Marketplace experts
- Provider Incentive Program

### Virginia Information Technologies Agency (VITA)

- IT Hosting
- Enterprise Data Management (EDM) and governance
- Enterprise Service Bus (ESB) mentorship

### Department of Motor Vehicles (DMV)

- National leadership with on-line citizen authentication

### Virginia Department of Health (VDH)

- Birth/Death/Immunization registry services
- Health Information Exchange (HIE)



# eHHR Program

## Management

### eHHR Program Hierarchy

Program and Project Relationships During Implementation

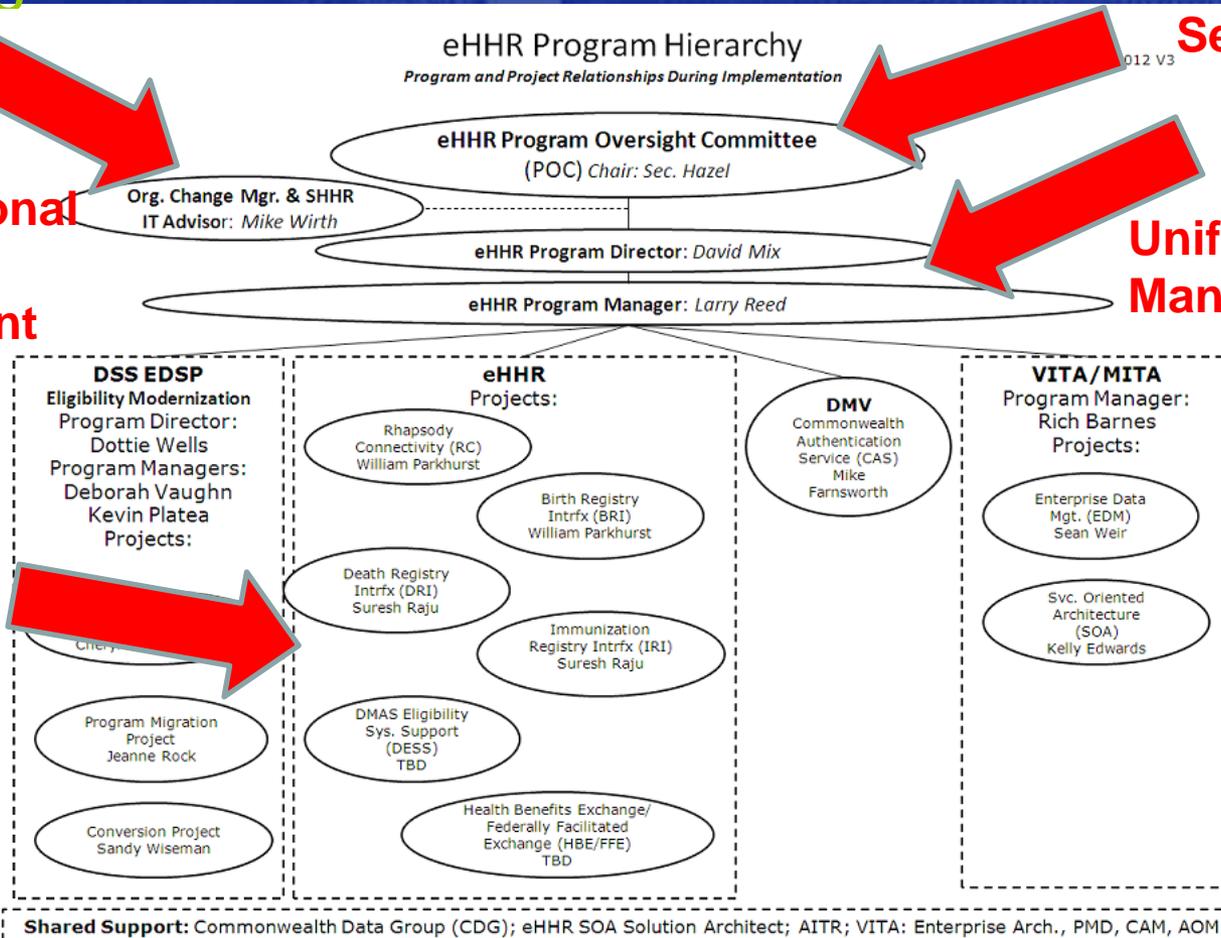
012 V3

**Senior Visibility**

**Unified Project Management Office**

**Dedicated Organizational Change Management**

**Parallel Project Execution**





# eHHR Program

## Projects

- VITA projects (VITA will provide status)
  - SOA
  - EDM (in project closeout phase)
  - Competency center(s)
- DMV projects (DMV will provide status)
  - CAS
- E&E replacement
  - Three projects
    - MAGI project -10/1/13 implementation
      - Minimum necessary to support PPACA mandate
    - Conversion project – Early 2014 implementation
    - Program Migration project – late 2015 rollout
      - Includes Medicaid aid categories that have never been automated
      - Includes TANF, SNAP, and LIHEAP programs
      - Includes Document Management Solution
- Care Management projects
  - Birth, Death, Immunization registries
    - In project execution phase
    - For use in the program migration project



# eHHR Program

## Data Management

### Citizen Consent

- New data sharing relationships defined
- Worked with Office of Attorney General (OAG) to define citizen consent language
- Consent to be collected electronically by CommonHelp
- Only consented data will be shared

### Enhanced Memorandum of Understanding (E-MOU)

- Streamline internal data administration processes
- Gets all agencies on the same page for data usability
- Based on federal DURSA – well understood
- Working with the OAG for approval



# eHHR Program

## Source of Risks

- Eligibility Modernization procurement late
  - *Aggressive jumpstart of the vendor & development process*
- CMS still making MAGI policy decisions
  - *Letter to CMS defining VA's course; future CMS changes may require additional federal funding*
  - *Not all needed guidance available yet*
- MAGI Call Center decision late
  - *Proceeding with emergency contract and existing vendor short term*



# eHHR Program

## Connection to Medicaid Reform

- Automation in VaCMS and rules engine will help reduce VDSS and LDSS workload over time
- Data and analysis tools integrated through eHHR agencies can guide Medicaid reform changes
- Benefit policy changes defined by Medicaid reform can more easily be made in the rules engine (weeks vs. months)
- Access to real-time data from the Federal Data Hub and COV sources can help automate eligibility criteria defined in Medicaid reform



# eHHR Program

## ConnectVirginia

- Outsource Medicaid/CHIP Quality of Care Reporting to HIE
  - Federal funding approval pending
  - Phases:
    - Analysis
      - Short term two month effort
      - Address on boarding COV hub to HIE
      - Look at other value-added options for Medicaid/CHIP (ADT etc)
    - Implementation
      - Based on analysis effort
    - Operations
      - Long term



# DATES AND TIMELINES



# Dates and Timelines

## Key Dates

### 2013

- July – VaCMS system testing scheduled to begin with CMS
- 10/1/13 – start taking Medicaid/FAMIS applications based on PPACA/MAGI
- 10/1/13 – new VaCMS eligibility system goes live for new MAGI Medicaid/FAMIS

### 2014

- 1/1/14 – Medicaid/FAMIS coverage based on PPACA/MAGI required to start
- 2/7/14 – ONC grant for HIE expires
- April – current Medicaid/FAMIS customers start migrating to the new VaCMS eligibility system during renewals

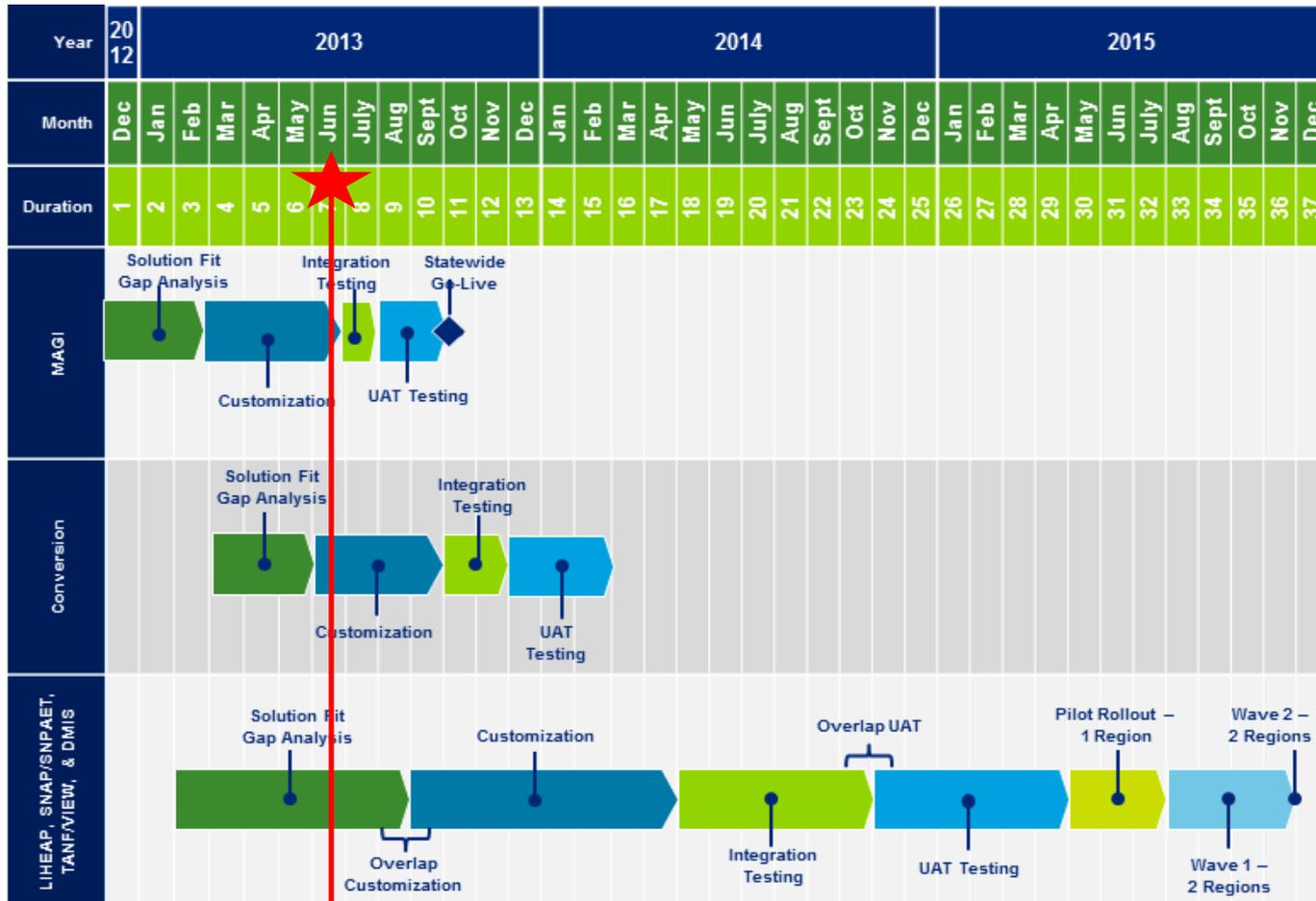
### 2015

- October - Other programs (SNAP, TANF, LIHEAP, etc.) go live on new VaCMS system to include all remaining Medicaid aid categories
- End of 2015 – finish all eHHR development funded by CMS; federal end date for the funds to be used
- Begin retirement of the ADAPT mainframe and CHAMPS



# Dates and Timelines

## Timeline for Eligibility System Replacement



### Status

MAGI project is on-schedule, yellow status.

Conversion and Migration projects are green and on-schedule

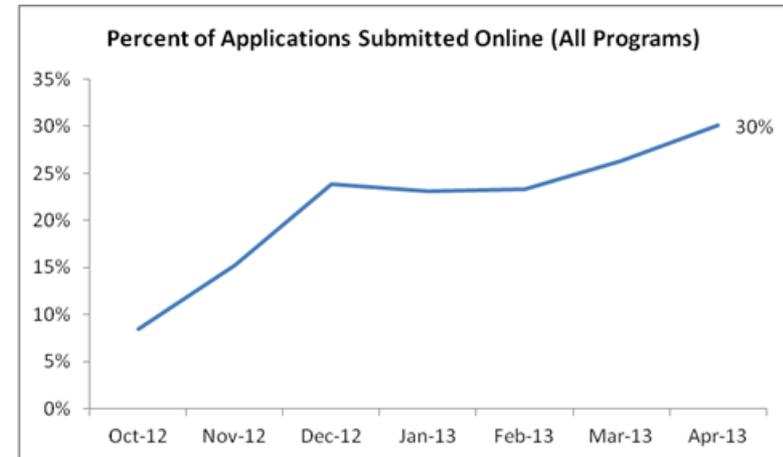


# ACCOMPLISHMENTS



# Accomplishments

- Launched CommonHelp portal statewide. Currently nearly 30% of the DSS applications are completed online.
- MAGI project requirements and design is complete with Deloitte.
- MAGI project configuration and development is underway.
- Connection to test environment of the CMS federal HUB was executed and successful.
- DMAS, DSS and eHHR leadership teams continue to have conference calls with CMS and IRS to discuss the policy and system details.
- Opened communication channels with the 120 local DSS offices to build support. Business process re-engineering has also started.
- VITA Enterprise Infrastructure (technical and governance) is largely complete.





# Accomplishments

Making Government Work Smarter



VDSS won the “**Innovation in Utilization Award**” at RichTech last month for CommonHelp.

This award recognizes “the company or organization whose creative use of technology enhances processes, methodologies, and /or services for theirs or others’ benefit.”



# WRAP-UP



# Wrap-up

## Future Opportunities

- Leverage Commonwealth Authentication Service (CAS), Enterprise Data Management (EDM), VDH services via COV node on ConnectVirginia (HIE)
- Leverage CAS in agencies (like Taxation) to create secure on-line access
- Leverage the EDM to reduce voter roll confusion
- Adopt the Enterprise Service Bus (ESB) and Data Sharing guidelines in eHHR to securely, safely collaborate on citizen business transactions between agencies
  - Collaborate with Department of Corrections on incarcerations and prisoner reentry



## Wrap-up

- Questions?