

IE&E NORTH STAR VISION

Eligible Vermonters have a simple and easy way to apply for, access, and maintain health care and financial benefits without coverage gaps. The State of Vermont delivers these services efficiently and sustainably, using innovative ways of working and modern technology.

IE&E PROGRESS SUMMARY

The Integrated Eligibility and Enrollment (IE&E) program is on track to deliver its 2019 and 2020 commitments. While the cost of some of the individual projects were higher than initially estimated, overall spending remains within budget. IE&E has made the following progress since September 1st, 2019:

- The State successfully implemented a new document imaging and scanning system for Vermont Health Connect on September 13th and network performance issues were successfully resolved;
- The Centers for Medicare and Medicaid Services (CMS) officially approved the new health care paper application;
- The state fiscal year 2019 budget for IE&E closed having underspent available capital funds by approximately \$100,000. The State will continue to closely manage the IE&E program budget to ensure that expenditures do not exceed available funds;
- Phased rollout of the document uploader began on September 17th. It has launched statewide for the Medicaid Aged, Blind and Disabled population and is being utilized by the Barre and Burlington district offices;
- CMS approved the State's funding request and proposed cost allocation for Federal Fiscal Years 2020 and 2021. This will allow the State to continue its current path for IE&E without any significant adverse financial consequences, even without financial support from Food and Nutrition Service (FNS) to support the build of SNAP functionality;
- The State selected vendors for the premium processing and online application projects and the core project work officially kicked off during the week of October 14th.

More information on the projects under the Integrated Eligibility and Enrollment program may be found in the summary table on the next page, including project performance, current projected spend and any critical issues or updates.

Project	Target Delivery Date	Project Performance	Original Estimated Project Spend	Current Projected Project Spend	Critical Issues/Updates
Health Care Paper Application	4/30/2019		\$300,000.00	\$377,199.71	Project has closed. Phased rollout in progress.
Enterprise Content Management	9/30/2019		\$855,278.00	\$1,936,122.20	New system went live successfully in September. The State is working to complete remaining security items with the goal of closing the project November 30 th , 2019.
Business Intelligence	2/1/2020		\$2,889,605.00	\$3,093,262.95	The State is making progress on the data warehouse build; the initial contingency was triggered in September & project delivery pushed out to February of 2020. Discussion is ongoing regarding feasibility of February timeline and if it will be necessary to trigger a second contingency.
Document Uploader	10/1/2019		\$1,453,254.00	\$2,973,761.03	Phased rollout in progress.
CMS Mitigation Items	Ongoing		Embedded in DVHA operating costs	Embedded in DVHA operating costs	Fillable PDF for change of circumstance delivered. Fillable PDF for initial application to be implemented in November of 2019.
Online Application	6/30/2020		\$5,277,112.00	\$4,588,199.39	Project in progress
Premium Processing	10/1/2020		\$4,128,000.00	\$4,310,264.93	Project in progress

IE&E PROJECT UPDATES

Enterprise Content Management (ECM): The ECM project is consolidating the scanning, indexing, and viewing of Vermonters' documents into one system that is already owned and maintained by the Agency of Digital Services. This will produce a more efficient workflow for staff and reduce the operating costs associated with Vermont Health Connect. The State received approval to launch from the CMS security team in August and officially went live on September 13th, having resolved the network connectivity issues that were affecting software performance. The team is focused on completing remaining security related tasks, with the goal of closing the project November 30th, 2019.

Business Intelligence (BI): BI is the data reporting and analytics project that will allow the State to transition from the expensive, standalone Oracle data warehouse leveraged by Vermont Health Connect, to a Microsoft SQL data warehouse solution already owned and maintained by the Agency of Digital Services. This reporting component is crucial for functions such as the renewing of Vermonters' health coverage, sending of notices, production of required 1095 tax forms and sending required enrollment reports to CMS. The new warehouse was scheduled to go live in July but persistent state network connectivity issues and challenges in building the warehouse itself have delayed implementation. The State triggered a contingency in July to continue current Oracle data warehouse through open enrollment (November 1st – December 15th, 2019) for health care and to contract out for 1095/CMS enrollment reporting. The new target date for delivery is February of 2020. DVHA and ADS are closely monitoring project progress and considering whether additional contingencies need be triggered in October of 2019 due to ongoing concerns regarding whether the February 2020 deadline is achievable.

Document Uploader: The Document Uploader is the first phase of the new Customer Portal project that will allow Vermonters to use mobile devices to submit verification documentation. It will also increase efficiency for staff as features are added, including the ability to scan documents directly into the Enterprise Content Management system. This project is now in a phased rollout, with the launch for the statewide Medicaid Aged, Blind and Disabled population completed in September 2019. The Document Uploader is also being used by the Barre and Burlington district offices. The remaining Long-Term Care (LTC) and district offices are expected to be completed mid-November 2019. The solution will be fully implemented for Vermont Health Connect customers in January 2020 after the close of open enrollment.

CMS Mitigation Plan Items: Vermont has worked with CMS to identify several mitigation strategies designed to help the State achieve iterative progress in key areas of noncompliance for the Medicaid Aged, Blind, and Disabled (MABD) population. These include several milestones that the State must meet over the next 24 months. Vermont met its first milestone with the launch of an online fillable PDF for change of circumstance reporting on August 10th,

2019. The State expects to deliver a fillable PDF for the Medicaid Aged, Blind, and Disabled initial application in November of 2019 and to launch phone processing in January 2020, after the close of open enrollment. The remaining outstanding CMS mitigation plan items will continue to be addressed in an incremental fashion throughout 2020 and 2021.

Online Application: The Online Application project is phase 2 of the IE&E Customer Portal project which will allow Vermonters to sign onto a single portal to apply for health coverage and financial benefits programs. The goal is to launch the online application for health coverage programs in June of 2020 and for economic services programs in October of 2020. The State has selected a vendor and they began their work on-site with State teams during the week of October 14th.

Premium Processing: The goal of the Premium Processing project is to streamline the financial transactions and processes associated with the administration of health coverage programs as a part of the overall IE&E roadmap. Phase 1 will transition responsibility for Qualified Health Plan premium processing to insurance carriers for coverage starting 1/1/2021. This will allow the State to implement the manual processes and technology to accurately notice and terminate Medicaid enrollees for nonpayment of premium. The State has selected a vendor and they began their work on-site with State teams during the week of October 14th.

Master Data Management: The goal of this project is to develop and implement data quality tools and management tools necessary to ensure that system records are accurate, usable, and organized. It will also ensure there is a single version of each person in the State's eligibility and enrollment systems. This project was originally slated to begin in October, but the IE&E Steering Committee has voted to postpone this work until a later date due to the number of projects in-progress at this time.