

Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

Details

- September 25, 2018
- 10 a.m. - 12 p.m.
- Room 1100, Minnesota Senate Building, 95 University Ave W, St. Paul, MN 55155

Participants

Voting Members

- Nate Clark, MNSure - present
- Janet Goligowski, Stearns County - present via phone
- Deborah Huskins, Hennepin County - not present
- Chuck Johnson, DHS - present
- Kari Koob, MNSure - present
- Nathan Moracco, DHS - not present

Non-Voting Members

- Jenna Covey, MNIT - not present
- Greg Poehling, MNIT - present

Guests

- Lisa Koenig, MNIT
- Marie Harmon, MNSure

Agenda Items

Call to Order & Welcome

Greg Poehling, MNIT

Greg Poehling, co-chair, called the meeting to order at 10:03 a.m. Members introduced themselves.

Administrative Items

ESC Members

MOTION: Kari Koob moved to approve the draft [August 28, 2018 meeting minutes](#). Nate Clark seconded. All voting members present voted in favor and the motion was approved.

METS IT Program Status Update

Lisa Koenig, Program Management Division Director, MNIT Services @ DHS/MNsure

Lisa Koenig of MNIT presented the [METS ESC Update slide deck](#).

Lisa began with a recap of the fall release. She noted the fall release deployed successfully on September 16 and included the several projects. Lisa noted that among other items, the fall release featured a significant MMIS Interface release. The initial results of the interface redesign deploy show notable improvements being realized by business and technical teams. Lisa did note that although they are seeing benefits of the redesign already, some critical defects were left unresolved at the time of the fall deploy. She noted the Program Management Team (PMT) is planning an additional release in October to address defects that were introduced as a result of deploying the Interface redesign, as well as defects and change requests related to the processing of integration layer messages and MinnesotaCare premium payment and tracking. Lisa advised the deploy is targeting Sunday, October 21, so it will not impact the passive renewal batch process and will leverage the standard maintenance window so as not to require additional system downtime.

Janet Goligowski asked if post-deploy defect fixes would become a normal part of the process going forward. Lisa advised that PMT is evaluating whether or not there is a need, but at this time, she cannot confirm. She said the team evaluates the need for “special releases” on a case-by-case basis, examining whether the defects can be added to an already-planned release.

Chuck Johnson asked if Lisa could confirm there has been more than a 90 percent decrease in cases that fail to interface properly. Lisa noted that on the technical side there has been a 90 percent decrease in MMIS rejections, but she would need to follow up to get any additional details.

Lisa then presented on the winter release, which is scheduled for January 6. She noted the winter release will contain a METS to MMIS Interface placeholder for any remaining defects from the fall release that aren't resolved in the October defect fix release. The notices project team will deliver several updates and improvements. She advised some are aimed at improving customer understanding by making the notices more precise and accurate and another will change the appeals office address and may result in cost-savings by reducing the volume of unaccepted or returned mail. Lisa noted that also in the winter release, carrier integration work will continue with 1095-A schema, cover letter and template updates to support tax year 2018 1095-A reporting. She advised carrier integration will have its own deploy in late December, as the code needs to be deployed before January 1.

Lisa said the committee may notice that ROP – Phase 2 is not included in the winter release. She noted that in the last week of August, the fall release was having problems sufficient enough for MNIT to declare an all-hands-on-deck effort. Quality assurance testing resources were reassigned from ROP to ensure the successful deploy of the fall release. Lisa advised this setback in testing for ROP meant that it could not make it into the winter release. Lisa said she would speak more about this project when she discusses the spring 2019 release.

Lisa then presented the high level process for 2019 roadmap planning and the steps that are still underway. First, the METS Project Management Team (PMT) is regularly identifying and scoring proposed new project work that comes through the project gateway. This is an ongoing task of the PMT. She noted the team has gathered 2019 candidate projects, is estimating scope and level of effort for them as well as for the ongoing work. Lisa advised they are finalizing planning assumptions, including available capacity with the assumption that 20 percent of resources will be dedicated to defect work. Next, the METS PMT will rank and prioritize individual projects, identify 2019 release timeframes, and prepare a roadmap recommendation for the ESC's approval. Lisa said she expects this to come to the ESC at its November meeting.

Next, Lisa presented the spring roadmap for approval. She advised the release is scheduled for April 6. Lisa said the first project to note in this release is VLP – Verify Lawful Presence. For purposes of determining eligibility, METS uses the U.S. Department of Homeland Security's Initial Verification Web Service to verify an individual's immigration or naturalized/derived citizenship status. She advised the Department of Homeland Security (DHS) is retiring older versions of this service, and along with all other states, Minnesota must upgrade our connection to the most current version by April 28, 2019. Additionally, Lisa noted the METS Improvement Project will improve the eligibility worker experience. DHS, counties and MNIT have worked together to identify a list of items that will reduce the number of steps needed to take action on a health care case and produce more accurate eligibility results. Then, Lisa noted that the notices project is working to ensure that notifications are delivered in a timely manner to the public, government entities and providers. She advised the committee can expect continued improvements to notices aimed at making the notices easier for clients to understand. Additionally, Lisa said the defect management team will continue to focus on resolving high-priority defects that impact program compliance and caseworker efficiency. Next, Lisa advised the METS to MMIS Interface (Defects Only) can expect to resolve defects related to the interface, which facilitates communication between METS and MMIS, as well as MMIS-only defects related to METS programs. Lisa noted that at this point in time, the PMT is still working to fit ROP Phase 2 into the spring release. The project faced a testing setback because resources were diverted to keep the fall release on track. She noted that in order to adhere to the spring release schedule, including the scope freeze date next week, the team needs to secure the ESC's approval of the projects. She noted that if the ESC approves the spring roadmap presented today, an amendment to the spring release roadmap to include ROP would come at the next ESC meeting.

Janet asked if there were any time constraints for the testing runway of 19.1, specifically ROP Phase 2, if the committee did not vote on it today. Lisa said no and clarified that this week, ROP Phase 2 is starting their round two testing and user acceptance testing. They are approaching the scope freeze next week for the 19.1 release and the testing timelines would follow that.

Chuck said he hoped ROP Phase 2 would be worked into the spring release because it is an important compliance issue from an agency standpoint, especially for those county workers who have to do more workarounds. Chuck expressed concern that if ROP Phase 2 is not slotted into the spring release, it may not fit into any releases next year.

MOTION: Janet moved to approve the 2019.1 spring release as presented by Lisa. Nate seconded. All voting members present voted in favor and the motion was approved.

Lisa then gave an update on the program status for all active METS projects. She noted there is currently one project in red, which is the infrastructure improvements (Compliance & Audits) project. This is an ongoing effort that has been in red for some time due to a reporting issue under the Compliance & Audits subproject. She advised that the team is challenged with the consolidation of extremely large audit and compliance data tables, as well as ensuring that the reporting has a satisfactory response time. The project team is not planning to re-baseline the schedule, so it will remain red into the fall. Lisa noted there were five projects in yellow. First, the METS to MMIS Interface (Redesign & Defects). She noted the defects that the team plans to resolve in the releases need to finish coding and be retested and are targeted for early next week. Second, the Reasonable Opportunity Period (ROP) – Phase 2, which is yellow due to the testing setback that was discussed earlier. Third, GetInsured Implementation is yellow because the team missed the milestone dates for requirements and design for the 2019 deploy work. Fourth, PRISM reported yellow because the requirements were not completed as scheduled. Lisa noted that the project has established a new target date of October 5 to complete all requirements and design work. Last, the Infrastructure Improvements (Disaster Recovery Testing Phase 2). Lisa noted this project recently turned yellow due to issues with hardware/equipment being damaged during shipping. The team is waiting for additional equipment to complete the setup in the data centers.

New Business

ESC Members

Nate gave a brief update on MNSure's open enrollment period (OEP). He noted that OEP is currently five weeks out and thanked MNSure's partners, DHS and MNIT, for their support. Nate advised MNSure is in the middle of renewal processing and will complete all auto-renewals by the end of the week. Nate advised final rates would be released on October 2. Preliminary rates indicated premiums would decrease. Once rates are released, window shopping will begin on October 15. He noted there would be consumer-facing enhancements, including improved web forms and the GetInsured decision support tool. Nate noted that OEP begins at 7 a.m. on November 1.

Public Comment

None.

Adjourn

MOTION: Chuck moved to adjourn. Kari seconded. All voting members present voted in favor and the meeting adjourned at 10:26 a.m.