

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- April 11, 2017
- 10 a.m. - 12 p.m.
- Room 1100, Minnesota Senate Building, 95 University Ave. W., St. Paul, MN 55155

## Participants

### Voting Members

- Janet Goligowski, Stearns County - present
- Deborah Huskins, Hennepin County - present
- Chuck Johnson, DHS - present
- Kari Koob, MNSure - present
- Nathan Moracco, DHS - present
- Allison O'Toole, MNSure - present via phone

### Non-Voting Members

- Jesse Oman, MNIT - present

### Guests

- Greg Poehling, MNIT
- Stephanie Grisell, MNSure

## Agenda Items

### Call to Order & Welcome

*Jesse Oman, MNIT*

Jesse Oman, ESC co-chair, called the meeting to order at 10:03 a.m. Members introduced themselves.

Jesse noted that his role as co-chair was because Scott Peterson's position was currently vacant at MNIT. Jesse alerted the committee that Scott's position at MNIT had not yet been filled. Until Scott's position was been filled, Jesse would serve as ESC co-chair.

### Administrative Items

**MOTION:** Deborah Huskins moved to approve the draft [March 3, 2017 meeting minutes](#). Janet Goligowski seconded. All voting members present voted in favor and the motion was approved.

## **METS IT Program Status Update**

*Greg Poehling, Director of Program Management Division, MNIT Services @ DHS/MNsure*

Greg Poehling of MNIT presented the [ESC Update](#).

Greg discussed the previous meeting's questions. He noted MNIT had prepared a project overview document on the [METS Spring 2017 Release](#).

Greg addressed the March 2017 meeting discussion about the Quarterly Financial Report presentation. Per ESC direction, the Project Management Team (PMT) has been working with the financial staff since the last meeting to gain a better understanding of the METS development and operations budget, including how CCIIO and CMS Eligibility and Enrollment funds effect the METS budget overall. Greg informed the ESC that MNIT and the PMT should soon have a better understanding as to whether there are funds available to do additional development in late 2017 or into 2018.

Greg reported the spring release was successfully deployed over the weekend of April 1, 2017. The METS spring 2017 release document provides a high level look at the projects included in the spring release. Greg reviewed a few highlights: the spring release included periodic work for the Federal Poverty Level Rate Table to support income eligibility determination limits for Medical Assistance, modifications and improvements to the assister portal, defect fixes concerning cost-sharing reductions and American Indian or Alaska Native status, notice work improvements, new functionality and defect fixes for the PRISM system, and 25 additional defect fixes.

Janet asked if the 25 additional defect fixes applied to some of the defects included on the defect list ESC had presented to MNIT. Greg indicated many of the 25 were also included on the defect list. Additionally, Greg informed Janet and the committee that system defects are eliminated with every new release as every release does contain defect fixes.

Nathan Moracco noted the cost-sharing reduction improvements and fixes were important to illustrate system maturity to Minnesota's American Indian population and tribal partners. In addition, he welcomed the work by MNIT and PMT to refine system-generated notices for consumers. He shared that consumer confusion surrounding notices is always an issue.

Greg moved on to the 2017 roadmap. With the successful deployment of the spring release, Greg noted many items are now in green and MNIT and PMT have moved focus onto the summer release, which will include the annual Cúram upgrade. Included in the annual upgrade will be user experience changes, updates to improve consistency across screen views and navigation, and eligibility viewer enhancements allowing caseworkers to view additional income and evidence details that will help to respond to customer questions about eligibility.

In addition, Greg indicated there will be a number of fixes that address Minnesota-specific defects.

In regards to the summer release, Greg discussed the Supervisor Workspace and organization location structure project. This project includes two major initiatives. The first initiative would provide Cúram Supervisor Workspace functionality for the Department of Human Services Operations, MNsure, the counties and tribes, which will provide for more efficient management of workload across these organizations. The second initiative would redefine and restructure the current METS organizational structures and security roles for MinnesotaCare operations, MNsure, the counties and tribes, to better reflect existing business processes and needs. Additionally, the summer release would include work around notices, especially related to splitting the Standard Eligibility Notice. Greg also informed the ESC that defect fixes would be included in the summer release. All items discussed were in testing as of March 29, 2017.

Deborah asked Greg about the timing of the summer release and about how information would be provided to the counties regarding what changes would be made. Greg clarified the summer release was currently scheduled for the weekend of June 17, 2017, and directed Deborah to speak to the Department of Human Services about her second question.

Jesse asked if Greg saw the success of the spring release and the early testing of the summer release as a maturation of the METS product or something else, such as maturity of the vendor or maturity on the IT side. Greg indicated every relationship related to METS, from IBM to MNIT, has matured, which has led to a better product. In addition, Greg and his team had tough discussions about the relationship between promises and deliveries, especially related to METS.

Kari Koob inquired about how Greg's team is taking advantage of the CCIIO and CMS Eligibility and Enrollment funds while MNIT, MNsure, and the Department of Human Services are still able to use those funds. Greg clarified that at PMT, financial experts made clear which funds are were available for which certain buckets. Greg indicated there were seven buckets, one including the CCIIO money, but recommended speaking to Nate Clark, chief operations officer at MNsure, for further clarification on the financial status. Kari asked a point of clarification in regards to the current roadmap and how any financial discussions had changed the outlook on the 2017 roadmap. Greg informed the committee the 2017 roadmap remained the same until further notice.

Janet revisited the annual Cúram upgrade and sought confirmation on the various system components that must be upgraded to which Greg indicated these updates are standard, to align with federal mandates, system improvements, and open enrollment updates for example. Currently, with the resources available, Greg and his team only complete on Cúram upgrade a year, although IBM may release more. Additionally, Janet sought clarification on if the reconciliation work related to the county public assistance programs and other public programs are included in the annual work. Greg indicated annual work is completed on public program reconciliation at the county level.

Janet noted reasonable opportunity period (ROP)/non-cooperation work would continue into 2018, and inquired as to when Greg and his team would be able to present a 2018 roadmap. Greg noted he hoped to present a 2018 roadmap to the ESC in the fall.

Nathan asked Greg if there was a substantial difference between the annual Cúram upgrade and a technology upgrade. Greg indicated the two were similar, and that he and the PMT try to upgrade the system when Cúram releases an update, as the language from IBM recommends Cúram upgrades be integrated as quickly as possible. Jesse provided additional guidance and informed the committee that “upgrade” is a catch-all word that has many different meanings.

Nathan asked how an annual upgrade can change the timetable of a release. Greg indicated all releases, from the annual Cúram upgrade to the quarterly releases, are thoroughly tested, but the annual Cúram upgrade does have additional steps to ensure it can be appropriately integrated into the current system.

Greg noted carrier integration project was still in red status. He reported project teams were in the midst of discovery on the EDI and enrollment caps and during this phase, a group of issues would be identified and documented. Once PMT understood the issues, they would plan updates for the fall release.

Moving on to the public program roadmap on slide seven, Greg noted the roadmap depicted the ongoing efforts that relate to public program work, specifically MAXIS to METS Migration, METS-MMIS Interface Improvements, and MinnesotaCare premiums. Greg provided an update to the MAXIS to METS Migration project which began the previous fall and was planned to run through September 2017. As of March 31, 2017, 38% of enrollees had been migrated and an additional 25% were in process. The METS-MMIS Interface Improvements project involving work on data and defect fixes to the interface continued in tandem with the redesign, on an off-cycle basis. Finally, on the public programs roadmap, the MinnesotaCare premiums project would develop and implement changes and refinements in existing MinnesotaCare billing and payment tracking functionality as requested by the Department of Human Services and staff to eliminate manual workarounds.

Greg provided the ESC with a project status update as of April 7, 2017. Greg indicated there were two projects still in red status, the carrier integration project and infrastructure improvements. The carrier integration project remained in red, as PMT was continuing to outline a project plan and scope for the prioritized projects. However, the project would remain in red until the PMT would be able to fix some production issues. Infrastructure improvements remained in red due to resource issues, as it had previously been in yellow status. Greg noted there were outstanding purchase requests and delay in approving equipment. Once products were ordered, it could take over 120 days to receive and install. This delay did not align with the current completion goal of June 2017, which was why the project was in red.

Jesse asked about the possibility of the carrier integration project moving to green upon a deployed fix and a potential timeframe as to when Greg and his team could provide that fix. Greg indicated the fix was in test.

## **New Business**

### *ESC Members*

Chuck Johnson provided a legislative update to the committee. Chuck noted he had three issues he wanted to raise related to the Department of Human Services. The first was the Minnesota House of Representatives' proposal to defund the Department of Human Services section of the METS system. Chuck informed ESC members that METS performs the eligibility for over 800,000 Minnesotans who are eligible for public programs. Additionally, Chuck noted that there had been no proposals from the House about how eligibility for those individuals would be determined following elimination of METS funding. Second, the House proposal to move Minnesota to the Federally-Facilitated Marketplace (FFM) concerned the Department of Human Services due to budgetary and business worries, but also policy concerns and concerns about resource distribution following the potential elimination of MNsure. Finally, Chuck raised concern about language currently being debated in the House related to audits. The language required that if an issue in need of correction was identified, resolution of that issue would have to be completed within 20 days. Chuck noted this timeline would present great challenges and have a large impact on the ESC's ability to set IT priorities.

Deborah indicated the counties were aligned with the Department of Human Services' concerns related to current legislation. Deborah noted the counties were seeking additional resources which would allow eligibility determinations to be made at the county and the state level for faster service. Deborah echoed Chuck's concerns about the House proposal to eliminate METS funding and expressed concern that no proposal had been put forward to replace METS and its eligibility determinations. Additionally, the House proposal to move to the FFM and its effect on eligibility determinations for Medical Assistance and MinnesotaCare cases was a glaring omission from the House proposal.

Janet also echoed Deborah and Chuck's concerns, reiterating the issues created if METS were defunded.

Allison O'Toole noted that MNsure is not supportive of the House proposal to move Minnesota to the FFM. Allison echoed Chuck and Deborah in noting that the FFM cannot manage MinnesotaCare and Medical Assistance eligibility. In addition, a move to the FFM would eliminate MNsure's network of brokers and navigators.

Allison also informed the ESC that MNsure was continuing to pursue a request for proposal (RFP) to explore options related to MNsure's qualified health plan functionality, such as the online shopping tool and MNsure's system of record, among others. Allison said she would keep the ESC informed as the process moved forward.

## **Public Comment**

None.

## Adjourn

**MOTION:** Kari moved to adjourn. There were no objections and the meeting adjourned at 10:56 a.m.