

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- February 6, 2018
- 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 via phone
- Deborah Huskins, Hennepin County - present
- Chuck Johnson, DHS - present
- Kari Koob, MNSure - not present
- Nathan Moracco, DHS - present via phone
- Allison O'Toole, MNSure - present

### Non-Voting Members

- Jenna Covey, MNIT - present
- Greg Poehling, MNIT - present

### Guests

- Deb Tibstra, MNIT
- Stephanie Grisell, MNSure

## Agenda Items

### Call to Order & Welcome

*Chuck Johnson, DHS*

Chuck Johnson, Co-Chair, called the meeting to order at 10:05 a.m.

### Administrative Items

*ESC Members*

**MOTION:** Allison O'Toole moved to approve the draft [December 5 meeting minutes](#). Deborah Huskins seconded. All voting members present voted in favor and the motion was approved.

## **MNsure IT RFP Update**

*Allison O'Toole, MNsure CEO*

Allison provided the committee on the MNsure IT RFP noting MNsure has signed a contract with GetInsured to upgrade MNsure's plan shopping, enrollment system of record, consumer decision support tool functionality. MNsure selected GetInsured for a multitude of reasons, including their state-based exchange experience, organizational and consumer experience, production functionality, implementation readiness, and cost. Allison noted GetInsured provides services for multiple state-based exchanges, such as California and Washington.

Allison informed the committee that MNsure will be phasing in the new technology from GetInsured over a two-year period. Allison indicated the decision support functionality should be in place for use during open enrollment 2019, with the remaining plan shopping and electronic system of record components coming online in 2019 for open Enrollment 2020.

Allison took a moment to thank MNsure's partners at MNIT and the Department of Human Services (DHS) for gathering and providing information about integrating the GetInsured functionality into METS. Allison also noted the Program Status Update would discuss the implementation of GetInsured in the overall Project Roadmap.

Chuck commented that DHS had individuals serving in the selection committee and he was open to the possibility of integrating ideas from GetInsured to improve the DHS enrollment process.

## **METS IT Program Status Update**

*Deb Tibstra, Director of Application Services Division, MNIT Services @ DHS/MNsure*

Deb Tibstra of MNIT presented the [ESC Program Update](#).

Deb began with an update on the winter release, which deployed over the weekend of January 6-7, 2018, and briefly recapped the work included in the release. The work related to the periodic data match (PDM)/federal tax information (FTI) masking project, including new functionality to obtain updated electronic information about Medical Assistance (MA) and MinnesotaCare enrollees outside of their annual renewal and to re-determine their eligibility. The first batch run for PDM is scheduled to begin March 22, 2018 for the month of May 2018. For the winter release, the work for the METS to MMIS Interface project was primarily focused on supporting the PDM project.

Additionally, the program management team (PMT) updated MinnesotaCare billing functionality and implemented MinnesotaCare premium defect fixes.

Next, Deb discussed the notices project. Like the MMIS Interface project, a major focus of the Notices team for the winter release related to changes needed for the PDM project. There had been additional work to update the standard eligibility notice and manual renewal notices to reflect both current and new eligibility when program changes occurred. The carrier

integration team also deployed projects in the winter release, including Phase 2 of the 1095-A enrollment caps, 834 EDI member level terminations, and minor updates to the 1095-A template and cover letter. Defect fixes for the winter release were primarily focused around the MMIS interface and renewal batch processes and notices.

Finally, to wrap up information about the activities surrounding the winter release, Deb updated the committee on operational items associated with moving METS from open enrollment to special enrollment and reported the program management team met this deadline again this year, mailing just over 76,000 1095-A forms before the January 31, 2018 deadline.

Deborah Huskins asked if there were any plans to conduct additional dry runs prior to the initial batch process of PDM. Deb Tibstra indicated the team was open to the idea, but requires working in conjunction with the federal hub's schedule.

Deb Tibstra moved on to discussing the spring release and reiterated the ongoing list of large projects that are continuing throughout 2018. However, she took a moment to reiterate the importance of discovery in the PMT's work. Discovery is used to flesh out a project before identifying what will be delivered in each release. It's a pipeline for projects not currently underway but on the radar for releases, with an eye towards exploring more holistic solutions, which may include options for process improvements, utilizing out of the box functionality or new development. Notices, carrier integration, and defects all have discovery efforts underway.

Similar to what is happening in the notice and defect projects, at this time there will not be new functionality deployed for carrier integration. Instead, the PMT plans to continue the ESOR, 1095-A, and Connecture maintenance and operational support. Deb noted the largest project is for the reasonable opportunity period (ROP) - Case Closure/Phase 1. This project enhances METS to close cases when public program participants fail to provide requested verifications within the reasonable opportunity period (ROP). This is the first phase of the project, but is a critical piece as it lays the foundation for the processes, procedures and critical interfaces.

Finally, Deb discussed the DEED for renewals. This project will provide necessary functionality to use DEED data to verify income at the time of renewal in a timelier manner.

Chuck asked when DEED renewals data can be used and Deb noted it is the first renewal period after deployment.

Deb moved on to the summer release, which has three large projects: the Cúram upgrade, the EngagePoint upgrade, and the Oracle upgrade. The Cúram upgrade is the annual upgrade of the Cúram product, which provides fixes, new functionality, and technical improvements to keep METS up to date with product support. The EngagePoint products and associated upgrade support METS notice generation and will be the first time PMT has upgraded the EngagePoint product suite since bringing METS online in 2013. Finally, the Oracle upgrade is associated with updating the Oracle database to a more current version. Like the other

product upgrades, keeping current is critical to ongoing support and protecting against security vulnerabilities. These three product upgrades are crucial for the METS platform and it is necessary to implement them in. Deb noted the carrier integration project work is able to continue parallel to the updates.

Deb noted the Cúram instance alignment (CIA) project has been delayed and provided an update to the committee. Deb reminded the committee that questions and concerns were raised during the review of CIA documents about the impact of the merge on DHS-wide procedures and organizational structures. A new project called the integrated services (IS) discovery project will research and analyze options for resolving the issues identified that caused the original CIA project to be put on hold. The IS discovery project is just getting rolling, with teams being firmed up to look at the issues that have already been identified. Deb informed the committee the State Medical Review Team (SMRT) CIA project is on hold until the IS discovery project has completed those things identified as barriers to SMRT coming on to the METS instance.

Greg Poehling asked about the timeline of the IS discovery project to be delivered to the respective PMTs. Deb noted MNIT is still scoping out the particular items with each discovery and expects to take 10-12 weeks to understand the scope and timeline.

Deb presented the proposed 2018 METS Roadmap, noting the Spring 2018 and Summer 2018 releases were approved as part of the September 2017 ESC meeting. Deb pointed to slide six of the ESC update, which provides an overall picture of what the METS PMT is recommending for the remainder of the year.

Deb began by outlining the 2018 fall release, starting with the MMIS interface. The MMIS interface project is planning a significant release, providing the final delivery of the redesign. This will include the remaining event messages, completing the restructuring of the interface to improve both the quality and performance. The notices project team will continue work on identifying and implementing functionality to redesign the process, formatting, and generation of notices. Furthermore, the carrier integration team will continue work related to the flow of enrollment data from the enrollment system of record (ESOR) to insurance carriers. Work will also continue on defect fixes. Deb continued by updating the committee on the PRISM interface, marking the third and final iteration of the METS and PRISM interface.

Finally, Deb noted the fall release will include Phase 2 of the reasonable opportunity period (ROP). Phase 2 of ROP for the fall release will focus on the pre-eligibility verifications, such as income verifications for MA. Finally, in addition to Phase 2 of ROP, the project team will focus on any fallout from the spring release of Phase 1 and begin discovery work on the reasonable opportunity periods for Changes in Circumstances.

Deb moved on to illustrating the projects included in the 2018 winter release. She noted the committee will see three repeated projects: notices, carrier integration, and defects. The descriptions of these are the same as for the fall release as the teams are doing discovery on what can be specifically released in the winter. Furthermore, the PMT will be adding two additional projects to the 2018 winter release: the MMIS Interface and the FTI renewals

project. The MMIS Interface team will be addressing defects or events that are not addressed in the delivery of the redesign in the fall release. The FTI renewals project is part of a multiphase project with a goal of ensuring that FTI is adequately safeguarded from unauthorized access or unauthorized disclosure.

Allison asked Deb to clarify the timeframe for the summer and fall releases. Deb indicated the summer release is scheduled for mid-July 2018 and the fall release is scheduled for September 2018.

Deborah Huskins asked if the discovery work mentioned regarding change in circumstances is for ROP. Deb Tibstra indicated the discovery is specifically related to the ROP, not the broader changes in circumstances.

Chuck asked for Deb to review the work in progress and plans for 2018 before he called for a motion to approve the 2018 METS IT Roadmap. Deb noted there were a number of large, complicated projects where MNIT had work in-flight, yet does not have a date of release planned for 2018, and referred committee members to the bottom left-hand corner on slide six of the ESC update for those projects.

Deb drew the committee's attention to the GetInsured implementation. She noted there are three areas of current functionality that will be replaced as part of the GetInsured implementation, with GetInsured functionality being implemented in two phases over a two-year period. The timeline that has been laid out over the next 18 months is one that allows MNIT to deliver the changes needed for MNsure and GetInsured without adversely impacting other DHS and county priorities. Resources are needed from five main areas: identify access and management (IAM), IBM Cúram, integration services, the carrier integration team, and the reporting team.

Greg asked Deb to speak about the timeline of the Connecture and ESOR component sunsets. Deb indicated the PMT is working on discovering this timeline through the carrier integration project in balance with the GetInsured project, but noted the 1095-A team will still require some functionality of ESOR to ensure correct forms.

Chuck noted his appreciation for the specificity and advance mediation of potential issues that may arise between the GetInsured implementation and other previously-scheduled projects.

Deb moved on to discuss other works in progress. There is ongoing discovery work and the PMT has a list of items where they asked for a discovery effort to analyze and potentially lay out options for solutions. Another item on the work-in-progress list is a change to the METS verify lawful presence (VLP) service with the Federal Hub. The Federal Hub periodically releases updates to its services and CMS has announced that in 2019 they will be decommissioning the version of the VLP service METS is currently using. Additionally, MNsure and DHS policies are not always aligned when it comes to determining the date by which a piece of evidence affects a case or person. The effective date project will implement the

functionality needed to enter the actual received and effective dates when a change in circumstance is reported.

There are a number of improvements possible in the manual renewal processes. Other improvements will require large development efforts or additional discovery, but need to be pursued as there are longstanding issues that need to be addressed for efficient working of the METS system. Finally, the unique period ID project is a large and complicated project that MNIT has started on, but still has significant pieces to implement. The unique ID project will address how to procedurally do the merges along with ensuring that all the components of the METS platform and the interfaces are appropriately updated.

**MOTION:** Allison moved to approve the 2018 METS IT Roadmap as presented. Deborah Huskins seconded. All voting members present voted in favor and the motion was approved.

Allison and Chuck noted their satisfaction with the Roadmap and acknowledged the work put into developing it. Chuck indicated his pleasure with the MMIS interface and PRISM projects being implemented in the fall 2018 release. Completion of these projects is of great importance to public program work.

Janet Goligowski noted she had expected the PMT to be a bit further in the ROP project, but given what discovery has revealed, she noted the importance of taking smaller steps. She also acknowledged the hard work of the PMT.

Deb Tibstra completed her presentation by providing a program status update for all active METS projects as of February 2, 2018. There are two projects in red, the Carrier Integration - Automated 1095-A Corrections and Voids project and the METS to MMIS Interface Redesign project. The Carrier Integration - Automated 1095-A Corrections and Voids functionality project did not deploy in the Winter release as originally scheduled and the decision was made by the MNsure business team to focus instead on the completion of the 1095-A forms and a couple of higher priority issues. The METS to MMIS Interface Redesign project remained in red because documentation and development needed for two related MMIS defect fixes for overlapping or duplicate coverage is behind schedule.

Deb noted there are two projects in yellow, the reasonable opportunity period project and the Infrastructure Improvements - Compliance and Audits project. For the Reasonable Opportunity Project PMT is expecting the IBM Cúram team will deliver code on schedule; however, regression testing of the "Cancel ROP feature" on IBM's end won't be complete by the expected date. As such, the project remains in cautionary status. The Infrastructure Improvements - Compliance and Audits project is in yellow status due to issues related to data capture and formatting issues for report queries.

## **New Business**

### *ESC Members*

Chuck noted DHS received a letter from the Cultural and Ethnic Community Leadership Council, which is an advisory council created by statute under DHS, expressing concerns

around METS and healthcare eligibility in regards to language barriers. Chuck noted MNsure and DHS met with leaders of the council to discuss a way to move forward and staff is preparing a written response.

### **Public Comment**

None.

### **Adjourn**

**MOTION:** Allison moved to adjourn. Nathan Moracco seconded. All voting members present voted in favor and the meeting adjourned at 10:57 a.m.