

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- November 27, 2018
- 10 a.m. - noon
- 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
- Deborah Huskins, Hennepin County - present
- Chuck Johnson, DHS - present
- Kari Koob, MNSure - present
- Nathan Moracco, DHS - present

### Non-Voting Members

- Jon Eichten, MNIT - present
- Greg Poehling, MNIT - present

### Guests

- Lisa Koenig, MNIT
- Brad Thiel, Anoka County
- Jamin Johnson, MNIT
- Jackie Hippen, MNIT
- Marie Harmon, MNSure

## Agenda Items

### Call to Order & Welcome

*Chuck Johnson, DHS*

Chuck Johnson, co-chair, called the meeting to order at 10:01 a.m. Members introduced themselves. Chuck announced Jon Eichten has replaced Jenna Covey as a MNIT-appointed member of the ESC.

## Administrative Items

### *ESC Members*

**MOTION:** Janet Goligowski moved to approve the draft [September 25, 2018 meeting minutes](#). Greg Poehling seconded. All voting members present voted in favor and the motion was approved. Nathan Moracco absent for this vote.

## METS IT Program Status Update and Quarterly Financial Report

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

*Jamin Johnson, Director of Enterprise Planning and Administration, MNIT Services @ DHS/MNsure*

*Jackie Hippen, Analyst, MNIT Services @ DHS/MNsure*

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

Lisa gave an update on periodic data match (PDM). She noted that earlier this year, PDM functionality was deployed. Its purpose is to obtain updated electronic information about Medical Assistance and MinnesotaCare enrollees outside of their annual renewal time and use it to re-determine their eligibility. She advised in June, the ESC approved conducting a statewide field test of PDM by running a single but complete cycle of the batches that make up the PDM process.

Brad Thiel, Anoka County Economic Assistance Department Director, advised Chuck that there were no "show-stoppers" during the field test and nothing that affected the outcome of PDM. He noted there were a few known defects going in.

**MOTION:** Chuck moved to that the project management team (PMT) proceed with ongoing, statewide roll out of the PDM functionality. Janet seconded. All voting members present voted in favor and the motion was approved. Nathan was absent for this vote.

Next, Lisa moved on to an overview of open enrollment (OE) activities. She noted that MNIT has been preparing for this year's OE since last year's OE ended. Lisa mentioned that they worked with the MNsure business team to review lessons learned from last year and updated procedures. She said their staffing plans and system availability are aligned with MNsure's schedule. Lisa advised MNIT has a METS command center set up, as they have in the past, which has representation from all METS development teams (including IBM Cúram), led by the Application Support team. The command center will be in place through the end of OE in mid-January.

Lisa noted they are watching all systems closely for performance and stability and have not seen any issues to be concerned about.

Lisa then gave an update on the fall release. She noted in the last ESC meeting, she had noted that the fall release included delivery of the final parts of the MMIS Interface Redesign, and that the initial results of the showed notable improvements for both business and

technical teams, but that MNIT planned an additional release in October to address known defects that were introduced with the Interface redesign. She advised that the bug fix deploy was completed successfully on October 21.

Lisa then moved to the winter release, which is scheduled for January 6, and outlined the projects found therein. She advised that the winter release will contain a METS to MMIS Interface placeholder for any remaining defects from the fall release that weren't resolved in the October bug fix release. Additionally, the majority of the defects they are working on for winter are related to ensuring METS eligibility dates are correctly sent or translated to program coverage dates in MMIS. Lisa noted they are also fixing two defects related to canceling MinnesotaCare premium bills accurately, which will eliminate several manual clean-ups tasks.

Lisa then transitioned to the 2019 spring release that was approved in the last meeting. The release is scheduled for April 7. She outlined the projects included in the release and noted that the Defect Management team will continue to focus on resolving high priority defects primarily related to case management and eligibility.

Finally, Lisa updated the ESC on Reasonable Opportunity Period Phase 2 (ROP Phase 2). When the committee last met, they were still working on fitting ROP Phase 2 into the spring release after it faced testing setbacks as resources were diverted to keep the fall release on track. The team revisited its planning assumptions and risks and the PMT is satisfied that ROP can be accommodated in the spring release and is requesting the ESC's approval to add it to the roadmap.

**MOTION:** Chuck moved to add ROP Phase 2 to the roadmap. Deborah Huskins seconded. All voting members present voted in favor and the motion was approved. Nathan absent for this vote.

Lisa then presented the PMT's recommendation regarding the remaining 2019 releases, beyond spring.

Lisa noted that there are several projects that will be discussed that aren't at the point in their lifecycle where their scope is finalized. She advised that while each is slotted into the releases, the PMT will define their scope within the release schedule. Lisa noted she would be coming back to the ESC and reporting what functionality the project sponsors and team agreed to deliver within the release in more detail once the project is further along. Examples of this include the MMIS Interface, Notices and Defects work.

Lisa pointed out that the 2019 roadmap proposal leverages the success of the ROP Phase 2 proof of concept that demonstrated a new way of handling environments for testing. They are excited about this approach, as they believe this will give more flexibility in meeting the project objectives and business demands.

Lisa then presented the proposed summer release. She noted that it will include defect fixes and enhancements to the METS to MMIS Interface, with the objective of meeting business

needs to provide missing coverage for people who are eligible, end coverage for people who are not eligible, correct coverage mismatches, and improve the performance of the interface.

Additionally, she advised that Notices will settle on its scope within the release schedule but is considering development of system-generated notices, text clarifications, ability for workers to suppress notices when appropriate, splitting of notices to ensure the appropriate logo and contact information is shown, and the development of standard notice templates.

Lisa also presented on the PRISM Interface project, which will complete the bidirectional interface between METS and PRISM, a system used for child support enforcement. This will be used for shared cases when data is changed on the PRISM system.

She noted the Defects project team will continue to focus on resolving high priority defects that impact program compliance and/or caseworker efficiency, and on continued stabilization of the system.

Lisa reported that in the fall release, ongoing METS to MMIS Interface work would continue to improve functionality of the METS-MMIS Interface by fixing defects and implementing enhancements. Additionally, the Notices team will also plan improvements to make notices more precise and understandable.

Greg asked if the PMT had evaluated when enough work will have been done on METS to MMIS Interface defects to consider the project complete and to see if resources could be redirected to perform other work or address other defects. Lisa said she would take the question back to the PMT.

Lisa advised the GetInsured Implementation is targeting a full GetInsured/METS integration for the open enrollment period associated with plan year 2020. This includes deliverables from Identity and Access Management, IBM, Individual Plan Shopping, Notices, Reports and data migration.

She then noted the Renewals Process Improvements (Phase 1) is a new multiphase project intended to reduce manual renewals processing efforts by MNsure, DHS and county workers. The initial deploy will look to address a gap in renewals processing that prevents consumers from receiving an eligibility determination for the next plan year if they are not selected by the QHP or MinnesotaCare renewals batches. Other Renewals Process Improvements will be included in the initial release if possible.

Also in the fall release, Lisa noted the Defects team will continue to focus on resolving high priority defects that impact program compliance and/or caseworker efficiency, and on continued stabilization of the system.

Lisa added that work will be done for special enrollment eligibility during the open enrollment period, which will address an issue where consumers who apply during open enrollment but before January 1 do not receive an eligibility determination for the current year. This prevents special enrollment eligibility from being determined and no workaround exists currently.

Finally, Lisa advised that the PMT included an effort to resolve a QHP "Approved" status error. METS is incorrectly placing an "Approved" status that was implemented for Medical Assistance on QHP cases. The result is these households are incorrectly prevented from getting selected for QHP renewal and would incorrectly be excluded from the data migration file to GetInsured.

Lisa next presented the winter release. She reported notices work will continue to be scoped out for each release, with some of the options being considered including the development of system-generated notices, text clarifications, ability for workers to suppress notices when appropriate, splitting of notices to ensure the appropriate logo and contact information is shown, and the development of standard notice templates.

Lisa also advised that the second phase of the Renewals Process Improvement is slated for winter 2019. Potential efforts may include improving or eliminating the blackout period for the renewal of all programs (including MA, MCRE and QHP) and eliminating the need to re-enter projected annual income.

She also noted the Unique Person ID project will improve identity matching functionality to reduce the number of duplicate records being created. She advised there is currently no identity matching logic to prevent a new identity from being created for an existing enrollee and no way to merge duplicate records within all the various system components of METS. This project aims to address that gap. The Defects team will continue to resolve high priority defects in winter.

Lisa advised that many of the ongoing operations projects do not require a full Cúram deployment and may fit into an operational maintenance window or be worked around other release schedules.

Starting with 1095-A Operations, Lisa noted that 1095-A tax forms are forms provided to consumers that need to file their taxes if advanced premium tax credit payments were applied to their insurance premiums or if they want to claim the premium tax credit on their tax return. MNIT plans to produce and mail all notices by the end of January each year.

Additionally, Lisa noted 1095-B are the tax forms for those who were enrolled in Medical Assistance or MinnesotaCare in 2018. This form indicates the months of qualifying health care coverage for enrollees. MNIT anticipates producing and mailing the 1095-B forms in the month of February.

Lisa advised the Data Access and Management project's overall vision is to provide appropriate users access to MNSure data to be utilized in a method that meets the needs of the business, including, but not limited to, reporting.

Next, Lisa noted that Defect Management will continue to be a business-led workgroup to focus on prioritizing defects that impact DHS, counties and MNSure.

Lisa noted infrastructure improvements is a catch-all term for several efforts aimed at fulfilling infrastructure requirements of the METS platform.

Lisa said periodic/annual work is needed to prep for OE each year. Examples of this work include SEP to OE transition, OE to SEP transition and Marketplace setup.

Lisa advised annual renewals is the process of enrolling a matched insurance-assisted or unassisted QHP enrollee into a new plan for the upcoming year. This process is completed in the fall timeframe prior to the OE period.

Finally, Lisa noted the Systems Instructions Review effort is to examine ONEsource procedure documents for any quick wins where no code or policy change is needed.

Moving forward, Lisa noted the PMT has split the work in progress section of the roadmap visual apart by color and is focused on the blue items. These represent the work that is already begun but is planned to deploy beyond 2019.

First, the section includes Reasonable Opportunity Period (ROP) Phase 3. Lisa advised that work has begun for ROP Phase 3 to determine scope, which may include Changes in Circumstance and/or Non-Cooperation.

Next, Lisa noted the Effective Dates project has two phases, with the first aimed at business readiness, including aligning policy around effective dates where flexibility in federal regulation allows it. The second phase will explore solution options and plan for implementation.

Lastly, Lisa advised that Discovery for Healthcare Application Changes is looking into the online application and intelligent evidence gathering needs. This effort will investigate what is needed to comply with Federal and State eligibility requirements and make any recommendations needed to ensure METS meets the eligibility requirements.

Nathan joined the meeting.

Lisa noted the purple items on the roadmap proposal represent work the PMT plans to start in 2019 for deployment after 2019.

She advised these include Discovery, which is the pre-work of gathering detailed information and analysis and providing recommendations to the PMT for project ideas that are in queue. The two discoveries slated for 2019 include Consumer Ability to Upload Verification and Address Standardization.

Lisa noted PMT also plans to start the METS Eligibility Determination project. METS must contain correct rules for determining eligibility for MA and MinnesotaCare, and should allow the individual and case worker to view the eligibility determination results.

In regards to METS Electronic Eligibility Verification, Lisa noted METS needs to electronically verify certain eligibility factors using the Federal Hub and state data sources, such as Department of Employment and Economic Development (DEED) data. These include factors such as income, SSN, citizenship and lawful presence. Lisa advised this project would review and correct problems with the use of DEED data at application and renewal, and add DEED to

changes in circumstances (CiC) and periodic data matching (PDM). The project also initially would add a flag for workers to require paper verification of CiCs for income and immigration status changes.

For the Advanced Evidence Sharing project, Lisa noted MNIT will implement a new feature that supports more automatic resolution of shared evidence, which occurs when an agency shares information about its clients across systems, programs, cases or other agencies.

Lisa noted PMT is not planning for a Cúram upgrade in 2019. However, preparations for an expected 2020 Cúram upgrade will begin in 2019.

For Tribes as Processing Entities, Lisa advised that currently, not all tribes are set up in METS with organization and location structures. Also, METS currently assigns case ownership by program eligibility and county of residence. She noted they system is not programmed to route applicants who identify themselves as being part of a tribe to a tribal queue. This project would set up organization and location structures for all tribes and assign the correct ownership for applicants who identify themselves with a tribe.

Janet advised that she supports the METS 2019 roadmap, but would like to see the PMT explore if ROP, Phase 3 could be slotted into a 2019 release, and if so, what timing would make the most sense.

**MOTION:** Janet moved to approve the PMT's proposed METS 2019 Release Roadmap for 2019, with the understanding that PMT would take a fresh look at whether ROP, Phase 3 could fit into a 2019 release. Deborah seconded. All voting members present voted in favor and the motion was approved.

Finally, Lisa presented an update on the program status for all active METS projects. She noted that at this time, the METS portfolio does not have any red projects.

Moving on to yellow projects, Lisa advised there are three projects in Caution status.

First, Lisa noted the Defect Management (Release 19.1), is not green due to missing the scheduled requirements completion and sign-off date. The project team is responding by providing additional resource support in writing the requirements.

Second, Lisa advised the GetInsured (GI) project is in yellow because it did not meet the design milestones for the 2019 deploy work. There are three GI designs outstanding. All MNIT design documents are completed. The team's goal is to wrap up the three outstanding GI designs by the end of this week.

Lastly, Lisa noted the Infrastructure Improvements (Compliance & Audits) project was able to get approval from both business and MNIT sponsors to re-baseline the Compliance and Audit Reports project, which took it out of red status. She advised the project still has some connection issues to enable developers and business end users to run reports. Testing is being done to verify the output is valid.

Jamin Johnson then presented the [Minnesota Eligibility Technology System Fiscal Report for the quarter ending September 30, 2018](#). He noted this was a collaborative effort of the ESC budget work group, including DHS, MNSure and MNIT.

Jamin noted the introduction page explains the purpose of the report and provides explanations on the timing and categories. He also advised the only changes compared to last report are minor adjustments to update the page by acknowledging the end of SFY 18 and the beginning of SFY 19.

Jamin advised that the total FY19 development budget is \$45.4 million. He noted the federal fiscal year is not aligned with the state fiscal year, so federal approvals span two years in this report. Previous reports showed only part of the SFY19 development budget that had been approved in FFY18 by the federal Centers for Medicare and Medicaid Services (CMS), which is about \$19 million. The FFY19 budget for METS has been submitted and approved, so MNIT has updated the FY19 column to reflect the full SFY19 total of \$39.0M. Additionally, Jamin noted the development budget includes MNSure's GetInsured project, which was listed as a footnote in the previous report. This is currently about \$6.4 million of the development total.

In terms of operations, Jamin advised the \$29.992 million budget was developed based on a review of what was needed last year and rebuilt, considering any changes for this year. The budget is complex and does not exist as a silo, with interdependencies and allocations between METS operations, METS development, and in some cases other systems and initiatives.

Moving on to the SFY18 quarterly report, Jamin noted that all four quarters of FY18 are complete, plus expenditures after fiscal year end through September 30 have been captured. This leaves an outstanding estimated encumbrance of \$19,233.

Jamin advised that as mentioned last quarter, there are fluctuations within the categories of state personnel, staff augmentation, service contracts, hardware/software, central services and general administration. While some categories appear overspent, overall, there are no major concerns with the FY18 budget.

Jamin noted that on a budget of \$45 million, the agencies spent about \$45.1 million, resulting in a negative balance of about \$80k. While over within the state fiscal year, this is more an artifact of reporting and not actually a concern, as E&E development spending is managed on a federal fiscal year basis.

Jamin noted that the DHS E&E development was actually about \$900,000 over budget when measured on a SFY basis, largely due to the occupancy allocation plan for FY17 being finalized with CMS in FY18, causing it to be charged to FY18.

Jamin advised the MNSure development budget was about \$800,000 underspent. This was largely based on the timing of when the GetInsured implementation started, with these costs being re-budgeted for FY19.

For operations, Jamin noted that on a \$30 million budget, \$27.2 million was spent, or about 91 percent. He noted this was due to licensing savings in the IBM ELA, some duplication between HW/SW and MNIT Central as services transitioned to being rate-based, and to leveraging development funding at a higher federal participation rate where appropriate. Jamin noted the report shows expenses \$1.8 million over budget. Now that MNIT has some historical data on the volumes and the allocations to METS for those costs, they expect to be more accurate in this number for FY19.

Jackie Hippen then presented the SFY19 quarterly report. Jackie advised that while the budget isn't officially set until this meeting, MNIT has been working with the following components: the final quarter of FFY18 financing for DHS E&E development, an anticipated budget based on what the MNSure Board approved for MNSure QHP-only development, and an operations budget that matched last year. She noted preliminary or partial budgets have been replaced by updated numbers that the METS ESC is reviewing and voting on today.

Jackie then noted the development budget of \$45.4 million consists of about \$39 million for the METS E&E IAPD and \$6.4 million for the MNSure GetInsured implementation. Additionally, she advised the \$2.2 million pressure shown is a \$2.8 million pressure within E&E, and about \$600,000 not yet spent nor encumbered for MNSure. MNIT and DHS are evaluating this forecasted shortfall within E&E development to determine the best course for resolution.

Jackie finished by noting the operations budget of \$30 million is currently only spent and encumbered to \$28.4 million, with \$1.6 million remaining. When MNIT zero-based the budget it came in at \$30 million, but current trends suggest the project will come in less. She advised MNIT will continue to monitor and review spending as the year progresses.

**MOTION:** Kari Koob moved to approve the METS Fiscal Report for the quarter ending September 30, 2018. Nathan seconded. All voting members voted in favor and the motion was approved.

## **New Business**

### *ESC Members*

Nate Clark gave an update on open enrollment. He noted that five weeks in, the system has been stable. MNSure has been very busy, with over 30,000 calls, over 500,000 visits to MNSure.org and over 88,000 visits to the plan comparison tool. Nate advised that there are almost 101,000 signups, which ahead of this time last year. He acknowledged the hard work of MNIT, DHS and the counties in making the enrollment period a success.

Greg noted that the next meeting is scheduled for the fourth Tuesday of December, which is December 25. He advised the ESC will work to reschedule.

## **Public Comment**

No public comment.

## **Adjourn**

**MOTION:** Chuck moved to adjourn. There were no objections and the meeting adjourned at 11:24 a.m.