

# Eligibility & Enrollment Workgroup – Overview & Project Structure

**This workgroup encompasses all projects related to Exchange functions to determine and process eligibility, including participation in the Exchange, Medicaid, CHIP, other State health care programs, tax credits and cost-sharing reductions (module 1). Additionally, this workgroup covers projects related to client conversions, case management, account management, appeals, and notices (module 7).**

## Eligibility and Enrollment Workgroup - Advisory Group

**DHS-Business Leads:** Karen Giusto (DHS-HCEA) and Mark Siegel (DHS-HCR)

**DHS-Systems Leads:** Joel Schwartz (MN.IT-Enterprise Architecture) and Deb Tibstra (MN.IT)

**Exchange Lead:** Bob Paulsen (Commerce)

**Project Manager:** Shelly Engle (DHS-HCEA)

### Workgroup Member:

Mary Jo Ahlgren (DHS-HCEA), Cara Bailey (DHS-HCEA), Christina Baltes (DHS-Compliance), Sean Barrett (DHS-Federal Relations), Patty Berry (MN.IT), Pat Callaghan (DHS-Federal Relations), Kim Carolan (DHS-HCEA), Kassie Church (DHS-HCEA), Sandy Connaker (MN.IT), Pam Daniels (DHS-HCEA), Jane Delage (DHS-SES), Glenace Edwall (DHS-CMH), Jen Gerber (DHS-HCEA), Leila Farah (DHS-TSS) Lin Froncak (DHS-HCEA), Jen Gerber (DHS-HCEA), Redwan Hamza (DHS-HIV), Jeanine Heller (DHS-PSD), Meagan Holtgrewe (DHS-HCEA), Judie Hughes (DHS-PM-HCEA), Diane Hulzebos (DHS-ADAD), Lea Jacques (DHS-MN.IT), Julie Johnson (DHS-HCEA), Brian Jorgensen (DHS-DSD), Larry Kontio (DHS-HCEA), Rod Kornumpf (DHS-AMH), Vicki Kuerth (DHS-OIG), Rosemary Lien (DHS-SES), Troy Mangan (DHS-HCEA), Bonnie Martin (DHS-Communications), Linda Martinez (DHS-HCEA), Natalie O'Brien (DHS-HCEA), Liz Pearson (DHS-HCEA), Ginny Prasek (DHS-MC), Libby Rossett-Brown (DHS-Aging), Lisa Rotegard (DHS-Aging), Micheal Saindon (DHS-CC), Deb Schlick (DHS-SES), Inta Sellers (DHS-Appeals), Dale Simonson (DHS-SES), Betty Smothers (MN.IT), Mary Swanson (MN.IT), Louis Thayer (DHS-Appeals), Mark Toogood (DHS-SES), Wendy Weisner (DHS-HCR)

Policy Development and Documentation Project	Business and Technical Analysis	Communications Project	Transitions and Clean-up Project	Conversion Planning and Implementation Project
<p><b>Sponsor:</b> Karen Giusto and Kim Carolan  <b>Project Manager:</b> Judie Hughes and TBD PM  <b>Team Members:</b>                      Tracy Hoisington, Karen Langenfeld, Elliot Grev, Amy Wish, Melissa Ruth, Scott Monette, Mark Siegel &amp; Jason Anderson (10-20% time depending on <i>Business/Technical Analysis Project</i> work)  <b>Reviewers:</b>                      Arlene Primus, Bridgett Fusco, Ge Her, Pat Callaghan, Sandy Connaker, Jennifer Willette, Nancy McLaughlin, Darlene Mattson, Joel Schwartz  <b>Legislation:</b> Leah Montgomery &amp; Amy Wish</p>	<p><b>Sponsors:</b> Deb Tibstra, Karen Giusto and Cara Bailey, Mark Siegel, Troy Mangan  <b>Project Manager:</b> Meagan Holtgrewe and Linda Martinez  <b>Team Members:</b>                      MAGI/Sprints (depends on # of slots/topics/priority): Jason Anderson, Mark Siegel, Karen Gibson, Jen Ditlevson, Joel Schwartz, Darlene Mattson, Sandy Connaker, Jennifer Willette, Nancy McLaughlin, Deb Tibstra, Jennifer Trombley, Larry Winship, Todd Hagen, Janita Chong, Lea Jacques, Betty Smothers, Paul Wehrmeister. Doug Larson, Patty Berry, Amy Wish, others based on topic, County Partners TBD</p>	<p><b>Sponsors:</b> Pam Daniels, Jen Gerber, Mark Siegel  <b>Project Managers:</b> Natalie O'Brien and TBD PM  <b>Team Members:</b>                      Jen Ditlevson, Kyleen Harstedt, Lorrie Herling, Carla Krueger, Bridget Fusco, Ge Her, Eliot Grev, Mark Proctor, Jodey Klein, Wendy Wolf, Long Xiong, Kay Moe-Duffy, Gloria Lehnertz, Deb Briggs, Linda Ledkins, Bonnie Martin, Lada Gonzalez, Cyndy Desler, Tammy Smith, Ann Wandersee</p>	<p><b>Sponsors:</b> Larry Kontio &amp; Mary Jo Ahlgren  <b>Project Manager:</b> Julie Johnson and Liz Pearson  <b>Team Members:</b>                      Troy Mangan, Pam Daniels, Lin Froncak, Tammy Smith, Jen Ditlevson, Lorrie Herling, Jessica Watkins, Amy Salazar, Doua Chang, Gloria Lehnertz, Jacqui Carter, Cyndy Desler, County Partners TBD                      (other staff assigned as needed)</p>	<p><b>Sponsors:</b> Deb Tibstra, Lin Froncak and Cyndy Desler  <b>Project Manager:</b> Kassie Church  <b>Team Members:</b>                      Joan Anderson, Karla Dahms, Melody Sanders, Gao Yang, Amy Gebhard, Karla Dahms, Paula Couch, Pam Daniels, Jen Gerber, Lorrie Herling, Mark Proctor, Deb Bergman, Joel Schwartz, Deb Tibstra, Sandy Connaker, Liz Pearson, Denise Dohrmann, Neville Strydom, Tim Dean, Sandy Pevonka, Nancy McLaughlin, Cathy Beil, Margaret Wright, Lea Jacques, Betty Smothers, Paul Wehrmeister, County Partners</p>
<p><b>Charge:</b> Document and review business area specific eligibility policy, identify and resolve policy gaps, escalate issues and complete decision requests. Complete in-depth policy analysis, draft &amp; develop issue briefs, plans and legislation. Request and coordinate guidance from CMS.  <b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>Develop policy documents</li> <li>Identify populations to be impacted</li> <li>Conduct gap analysis; Refine policy documentation</li> <li>Develop and present issue briefs</li> <li>Assess impacts (data, policy, fiscal, administrative/operational)</li> <li>Draft plans for eligibility determinations and processing; legislative proposals, cost estimates and bill language with <i>Coverage &amp; Continuity of Care Workgroup</i></li> <li>Monitor and analyze subsequent HHS regulations and guidance related to ACA provisions</li> <li>Develop and submit state plan amendments</li> </ul>	<p><b>Charge:</b> Work in partnership with Commerce on eligibility determination and processing components of Exchange. Design, requirements, development and testing. Identify, design, develop and publish workarounds and manual processes to support eligibility and processing. Identify and develop manual processes and workarounds as appropriate.  <b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>Participate in design sessions (sprints), requirements reviews and acceptance testing</li> <li>Translate eligibility and enrollment policy and processes into business requirements and testing plans</li> <li>Conduct user acceptance testing on.</li> <li>Work with vendor and Systems and Operations Workgroup on functionality and capacity for Exchange-Medicaid</li> <li>Develop and document workarounds or manual processes in collaboration with <i>Communications Project</i></li> <li>Develop &amp; document workarounds as functional, automation &amp; manual processing decisions are made</li> </ul>	<p><b>Charge:</b> For Medicaid, CHIP, IAP programs, review, design, develop, modify and publish communications.  <b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>Draft and publish all eligibility policy and procedural communications for MA, CHIP other state health programs, tax credits and cost sharing. This includes bulletins, manual material, SIR announcements, partner presentations, fact sheets, client notices, brochures, forms and worker materials.</li> <li>Develop and coordinate eligibility policy training curriculum in collaboration with other workgroups</li> <li>Develop content of public education materials, talking points, press releases, outreach and marketing materials with <i>Exchange Communication and other WGs</i></li> </ul>	<p><b>Charge:</b> Contribute to the modification, definition and implementation of transition plans for organizational and program structures, staffing and ongoing maintenance.  <b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>Collaborate with Coverage and Continuity of Care Workgroup on transition plans and coordination activities</li> <li>Develop plans for program integrity, timeliness and performance standards</li> <li>Evaluate former program materials and obsolete/archive materials</li> <li>Evaluate for health care ApplyMN beyond 2014</li> <li>Gather lists for next version of Medicaid-Exchange</li> <li>Develop plans and options for Exchange iterations for senior leadership review</li> </ul>	<p><b>Charge:</b> Plan strategies, requirements and communication for conversion. Identify plans for coordinating client &amp; case transfers between entities &amp; systems. Identify &amp; plan for risks and issues that may occur prior to, during and post conversion.  <b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>Identify coordination, monitoring and implementation strategy to carryout client and case transfer between systems and eligibility processing centers.</li> <li>Plan for case preparation, communications and guides specific to conversion.</li> <li>Identify strategy and activities needed to resolve client and case specific transition issues and problems post conversion</li> <li>Hand off plans to <i>Systems and Operations Workgroup</i> who will carry out through implementation</li> </ul>

**Development**

**Implementation (begins with vendor arrival)**