Laying the IT Foundation for 2014: Developing Infrastructure for Improved Eligibility and Enrollment Systems

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Charting the Road to Coverage

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Objectives

- Take stock of the latest federal guidance
- Highlight your evolving issues and challenges to advance effective IT strategies
- Identify potential high value technical assistance resources, activities, timeline

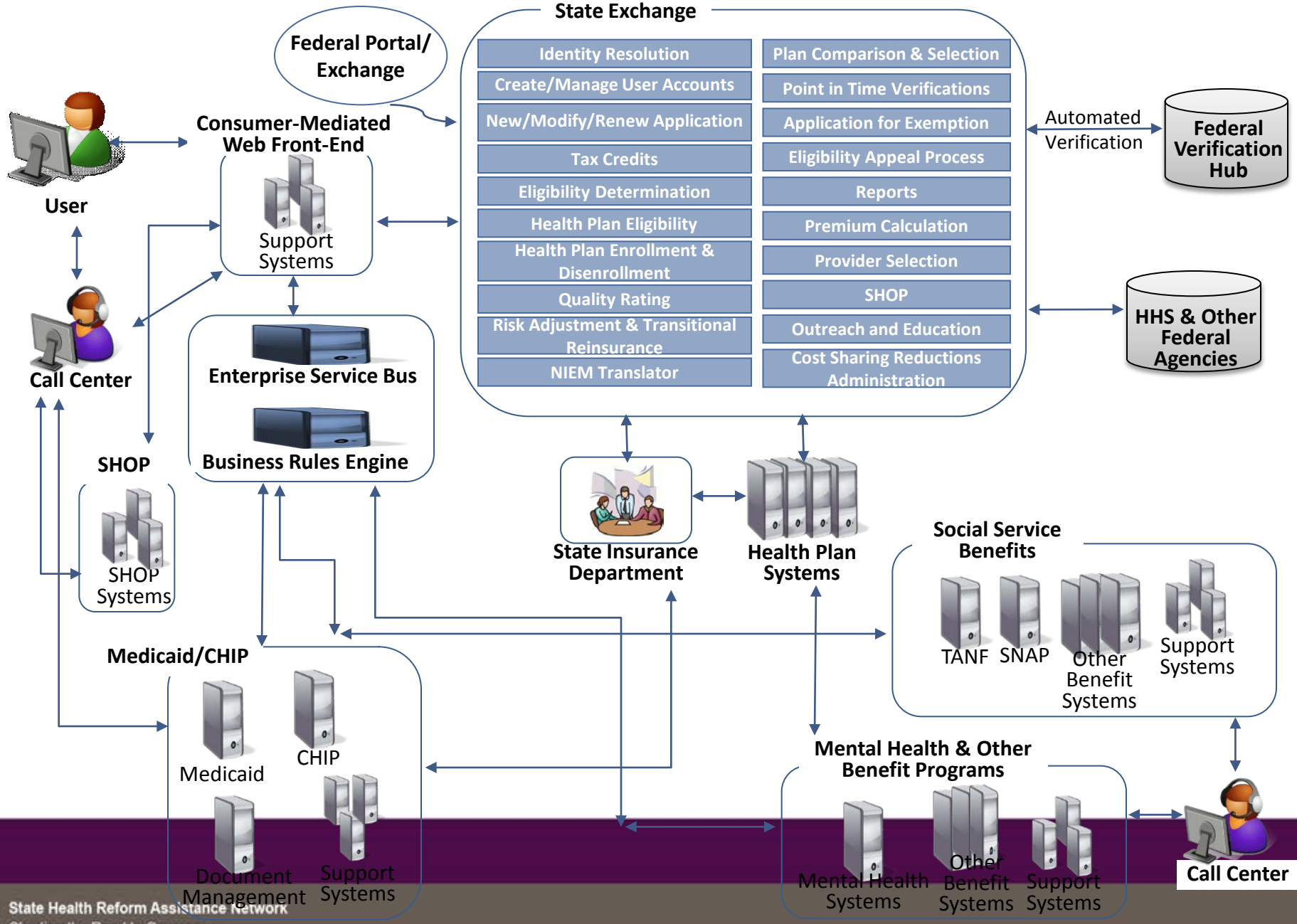
Streamlined E&E Experience

- Single Point of Entry for all benefit options with consumer-mediated interface
- Seamless coordination between state programs, and between state and federal agencies – shared template for business processes
- Real-time verifications

New IT Infrastructure

- Service Oriented Architecture
- Single isolated business rules engine for benefit eligibility determinations for Exchange participation, premium tax credits, and cost-sharing reductions
- Web services
- Compliance with standards: e.g. NIEM, HIPAA, HITECH, FIPS, NIST, Accessibility, LEP, etc.

ACA Business Diagram



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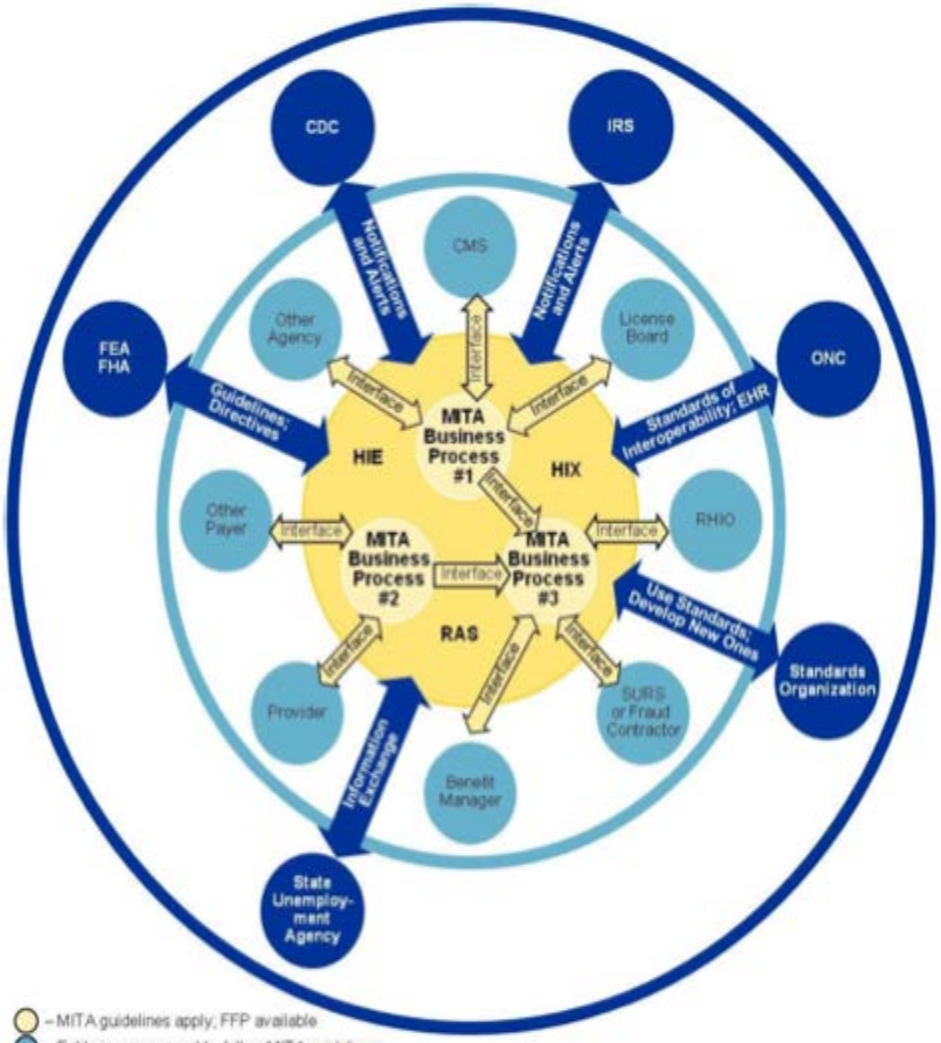
MITA and MMIS: Powerful Influence on IT Design and Financing



– MITA guidelines apply; FFP available
– Entity is encouraged to follow MITA guidelines
– May exchange information; may influence MITA or vice versa

FM-5-1

Figure 5-1. The Medicaid Enterprise Three Spheres of Influence

HHS State Exchange Q&As

- "Establishing" the HIX and grant funding
  - Extension on use of funds Level I funding extended beyond Dec 2012 (even if State HIX not certifiable as of 1/1/2013)
  - OK to use $$ for building and testing interfaces with federal HIX (i.e. under Partnership scenario)
- Operational costs
  - States contribute to establishing, testing, and maintaining interfaces between State Medicaid/CHIP and Federal HIX via cost allocation rules
  - Don't anticipate charges for full State HIX to use federal hub
- Federally-facilitated versus State HIX operations
  - Options being revised (federal vs state E&E determinations, payments)

States' IT Strategy Fundamentals

IT Governance ie who will lead, participate, and how policy and IT decisions will be made to ensure design and completion of IT system transformation across agencies.

System Blueprint i.e. "enterprise architecture" describing the business, information, and then the IT services and supports (what, where they reside, who manages)

Implementation Plan i.e. arrangements for internal and external resources to support new business capacities, roles, functions and relationships (vendors, agencies)

Advancing Systematically: State Issues

- Effective operational IT governance structures, processes aligned with policy decision-making and oversight
- Defined management information, data needs, data strategy (e.g. data definitions, data reporting)
- Feasible, cost-effective approaches to enterprise architecture for long range value, sustainability
- Implications of the state's HIX strategy, especially Partnership model
- Financing and cost allocation
- Evaluating the vendor landscape
- Procurement strategies (leveraging MMIS, modifying RFPs and/or contracts for HIX requirements)
- Internal competencies and capacities to manage distributed IT resources, vendor contracts
- Health plan IT capacity, interoperability strategies

Next Steps

- Prioritizing technical assistance needs
- Structuring TA to be timely and responsive
- Options:
  - Individualized state consulting i.e. budget, plan review
  - Joint, on-site consulting on key issues
  - Tools, templates

Addendum

- The following slides provide additional background information about particular issues and dimensions of IT strategy.

Organizational Issues

- Leadership – high level empowerment, taking into account existing agency structures, turf, resources
- State vision - implications for stakeholders
- Formal IT governance structure(s), processes, expectations
- Alignment with policy decision making body(s)
- Resources and tactical supports
- Productive engagement of appropriate business owners, program/agency personnel
- Stakeholder buy in

Enterprise Architecture

- Sufficient internal/independent gap analysis and planning before procurement
- Scenarios to understand the impact of Exchange decisions on E&E system business and IT blueprint (state, Partnership, Federal)
- Anticipating changes to how Medicaid, CHIP, Human Services E&E business processes need to occur
- Short versus long range design issues supporting both automated E&E and other data needs i.e. risk adjustment, quality, links to providers, network information, health plans
- Feasible options: enterprise services bus, identity management, leveraging HIE and other state IT infrastructure as part of E&E planning
- Optimizing MMIS for long range financing
- Timing and planning for shared services i.e. other states, federal hub, UX2014
- Implications of HIX Partnership model

IT Plan: Implementation

- Understanding the vendor landscape
- Options for procurement vehicles i.e. modifying existing contracts versus new procurement
- Structuring expectations, terms i.e. RFPs, contracts
- Strategic cost allocation and implications for state financing strategies, agency/entity operational budgets
- Optimizing timely federal funding i.e. establishment grants, IAPD
- Internal competencies and capacity to manage distributed IT system resources, new and multiple vendor contracts