Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

Details

- December 20, 2016
- 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

Non-Voting Members

- Jesse Oman, MNIT – present
- Scott Peterson, MNIT – present

Guests

- Greg Poehling, MNIT
- Stephanie Grisell, MNsure
- Marie Harmon, MNsure

Agenda Items

Call to Order & Welcome

Chuck Johnson, DHS

Chuck Johnson, ESC Co-Chair, called the meeting to order at 10:03 a.m. Chuck announced that Katie Burns has left MNsure and her seat will now be filled by Kari Koob, CFO at MNsure.

Members introduced themselves.

Administrative Items

MOTION: Allison O'Toole moved to approve the draft November 15 meeting minutes. Nathan Moracco 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 started with an update on the 2016 winter release, which successfully deployed over the previous weekend. This release included an update to Unique Person ID functionality, which will reduce the creation of multiple IDs for consumers who apply through METS by improving matching and assigning IDs sooner. This is expected to greatly help both state and county case workers processing and managing cases.

Greg reported that the deployment also addressed several prioritized defect fixes in the application, eligibility, evidence, and case management functionality.

Greg then introduced the 1095 project roadmap. Greg advised that MNsure and MNIT made changes to the 1095 project plan due to resource constraints and quickly approaching deadlines. Work on the Trial Run 2 was stopped to allow the team to work toward completing critical defect cleanup required to produce accurate 1095-A forms to consumers by the January 31 deadline. Greg noted Trial Run 1 was very successful. Both MNsure and MNIT are working very closely on the work efforts toward the reporting of 1095-A information and producing and sending 1095-A forms to consumers.

Allison reiterated that 1095-A production is on track and that the forms will be sent in waves. The 1095-A forms will all be postmarked by January 31, 2017.

Moving onto 1095-B, Greg advised that the IRS recently announced that the deadline for submitting 1095-B forms has been pushed back from January 31, 2017 to March 2. In light of this change, the goal is to release code for 1095-B to production on January 12, in preparation for the mailing of these forms between February 1 and March 2. Greg noted that MNIT and DHS had approximately 1.3 million 1095-B forms to mail, which will be going out in waves.

Scott Peterson advised that like 1095-A progress, there have been a lot of enhancements on the 1095-B process. MNIT will be generating these forms in days, a process which took weeks last year.

Greg then advised on the enrollment system of record (ESOR) project roadmap. Since the beginning of November, the EDI and CSV files have been successfully generated on time. Additionally, Phase 1 of the business transaction reporting (BTR) enhancements was deployed in November. The work for Phases 2 and 3 will be delayed due to resources being diverted to the 1095A efforts. MNIT will start development on these projects as soon as resources become available.

Greg provided updates to the Public Program Work Roadmap. The roadmap shows work on MinnesotaCare premiums, MAXIS to METS migration, and METS-MMIS interface functionality. The MAXIS to METS migration continues for approximately 300,000 MAGI Medicaid eligible individuals currently enrolled in Maxis. This effort will be completed in September 2017.

Greg then presented the [METS Accomplishments handout](). MNIT had five releases in 2016, which included a number of specific projects and items. MNIT also had a significant amount of off-cycle work not tied to a specific release. The accomplishments helped improve enrollment and eligibility, systems integration, and systems stabilization.

Chuck noted that the periodic data match project was not listed, but was very necessary. Chuck followed up by saying that MNIT probably could have accomplished even more than they did in 2016, but this particular project used a lot of resources.

Scott, Allison, and Deborah Huskins acknowledged the tremendous amount of work these deployments took.

Greg proceeded by speaking about the 2017 release planning. MNIT's 2017 planning efforts have focused on having a holistic view of the resources required to maintain the METS system as well as to undertake new development efforts. Greg said MNIT analyzed the level of effort and capacity for both the prioritized new development work and the ongoing work to establish a high level baseline of available resources. Greg also noted that the Project Management Team (PMT) had created a Defect Project Work Group made up of MNIT, business, and county representatives. This group is charged with looking at the existing defect backlog list and prioritizing items for 2017 releases.

Greg moved to the draft 2017 roadmap. There are four planned releases for 2017, in addition to ongoing efforts called out at the bottom of the slide. The work at the bottom of the slide is there to indicate this work continues and requires resources throughout the year. The spring release (17.1) includes several items that had been worked on in preparation for the Winter 2016 Release but were put on hold. Currently the Spring Release is planned to include improvements to the assister portal, developments to cost-sharing eligibility, enhanced notices, and a number of fixes to improve the METS-PRISM interface including. Additionally, a number of defect fixes tied to Renewals notices are planned.

Furthermore, Greg advised that the summer 2017 release (17.2) is still under consideration, but MNIT has a pretty good idea as to what they will be recommending. MNIT has slotted the annual Cúram upgrade and preparatory work on supervisor workspace and org/location structure for the summer release. The inclusion of additional items, like passive renewals and notice work, is still under consideration.

Additionally, Greg noted that releases 17.3 and 17.4 are not yet set. Project teams are looking at all of the ranked projects and the level of effort and capacity and determining what can be scoped and delivered for the final two releases. MNIT is due to report back to the PMT with recommendations in mid-January.

Chuck asked if the PRISM defects are to make the PRISM interface fully functional or if there is still more work to be done. Greg advised that there is more work to be done, including PRISM iteration 3, which cleans up some defects, but does not complete the project.

Chuck also asked for the status of the MMIS interface redesign. Greg advised that the redesign is another prioritized item for 17.3 and 17.4. He mentioned that the redesign is something that will be part of several releases since it is such a big effort. Scott added that there is pre-work that is underway that will be released in 17.1 and that MNIT is trying to get a fully functioning release with all functionality so that the testing teams can deploy in one overnight rather than multiple. MNIT should know more in the next two weeks.

Deborah asked what the organization/location structure will be achieving. Greg advised there are two instances of Cúram that MNIT wants to get acting the same way. Scott added that they have learned a lot about transferring cases and what that process will look like. There is a DHS and county side and they have figured out how that process should look. They are making modifications based on where they started based on what they know now.

Nathan asked if the ESC had taken an official position on doing an annual Cúram upgrade. Chuck advised it has been the recommendation to do a Cúram upgrade every year. The annual upgrade would happen every year until the upgrades don't possess a significant value. Chuck advised that Cúram is a very immature product and at this point in time, the upgrades tend to have a lot in them. Greg and Scott agreed and advised that PMT also agrees that annual Cúram upgrades are necessary. The upgrades would most likely happen in summer releases.

Nathan followed up by asking if there was a rough estimate of a release schedule and approximately how many resources would be allocated to those releases. Greg advised that it depends on the size of the release. Earlier in the month, IBM released the newest upgrade. MNIT is working to determine if it wants to accept everything and if MNIT need to do any customization.

Nathan asked where Minnesota is in relation to other states in terms of timing its Cúram upgrade releases. Greg noted that a few states collaborate with each other and Minnesota is one of those states. The group of collaborative states are accepting these releases and are implementing them around the same time.

Scott added that the last upgrade included 230 upgrades specific to Minnesota. That upgrade was able to deliver more functionality than MNIT could have met on its own. Scott said there is continuous evaluation on whether MNIT is meeting business needs with the upgrade to be able to provide additional functionality and defect fixes. Scott noted MNIT is in constant conversation with other states to evaluate their experiences and learn from each other. Greg advised he will be coming with an updated 2017 outline to next ESC meeting.

Deborah followed up about the unique person ID from the winter release and asked if there would be additional work going into it and if it would be part of the spring release. Greg advised that MNIT still has the project team working on it, but he wasn't sure if anything would be in the spring 2017 release.

Janet Goligowski asked about the reinstatement project and its status in 2017 planning. Greg advised that he thought it was one of the 30 prioritized items his team was currently looking at for the 17.3 and 17.4 releases. Scott added that work for the reinstatement project may start in January, but may not be released until the fall or winter due to resource constraints.

Greg then moved to the project status roadmap. He noted there were currently two active projects in red: carrier reconciliation and ESOR. These projects were in red last month as well. Carrier reconciliation is a project where MNIT identifies data elements that need to be aligned between MNsure and carrier systems. He noted the team had recently diverted to open enrollment support, but has continued to make corrections on the January reconciliation file, which was 99% complete. Due to resource constraints on both the project and carrier side, the project had been unable to produce a timeline for broader reconciliation between MNsure's enrollment system of record and carrier data systems. Until the scope can be re-defined, the project is likely to remain in red. ESOR is in red due to the diversion of resources to 1095 efforts. This resource need has had impacts on other ESOR projects like business transaction reporting and continued 834 efforts. A decision had been made to re-baseline this project. MNIT will be doing this before next month's status report to the ESC.

Allison asked if there were any problems with the 834 files, and if MNIT was continuing to transfer data to the carriers. Scott noted that this project is more about past data. He said that MNIT had been generating all other data since November 1.

Chuck asked if the yellow on the roadmap is because of resource contention. Greg advised that is correct.

Janet saw that the MMIS interface and reconciling program status was yellow and asked for clarification as to whether there was ongoing work. Greg noted that MNIT is in in the process of a redesign and the project is still currently being worked on. Some of that project will be in the 17.3 and 17.4 release, but in general, it will be ongoing. Scott noted that they should see improvement in the project before redesign.

New Business

Allison updated the Executive Steering Committee on the status of MNsure's open enrollment period. She indicated there had been strong traffic on both the MNsure website and in the Contact Center, and that MNsure had seen record enrollments already. The tax credit is averaging over $600 a month in 2017. Allison informed the committee that even individuals who do not qualify for tax credits should come through the MNsure exchange to shop and compare plans. Scott added a system perspective, indicating there was an impressive load on the December 15 deadline day that the system managed handily. Scott also stated there had been over 50,000 new accounts created, a jump from 2016. Allison added that there had been over a million and a half hits on the MNsure website alone.

Chuck provided the committee with an update on the Department of Human Services MinnesotaCare renewal process, noting there had been successes in completing renewals

quicker than in previous years. He indicated there were about 87,000 MinnesotaCare renewals that needed to be done before the end of the year and the process was going much smoother than in previous years. DHS had improved the process via more communications with consumers, staffing up internally, and sending out notices earlier. As it stood, DHS had processed about 38,000 cases, with 18,000 that were auto-renewed for a total of 56,000 cases that were already done.

Finally, Chuck added that the Executive Steering Committee meetings will be moved to Friday to accommodate the legislative session.

Public Comment

None.

Adjourn

MOTION: Allison moved to adjourn. Deborah seconded. There were no objections and the meeting adjourned at 11:05 a.m.