

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- November 15, 2016
- 10 a.m.-12 p.m.
- Room 1200, Minnesota Senate Building, 95 University Ave. W., St. Paul, MN 55155

## Participants

### Voting Members

- Katie Burns, MNsure - present
- Janet Goligowski, Stearns County - not present
- Deborah Huskins, Hennepin County - present via phone
- Chuck Johnson, DHS - 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

*Scott Peterson, MNIT*

Scott Peterson, ESC Co-Chair, called the meeting to order at 10:02 a.m.

Members introduced themselves.

### Administrative Items

**MOTION:** Katie Burns moved to approve the draft [October 25 meeting minutes](#). Nathan Moracco seconded. All voting members present voted in favor and the motion was approved.

## Work Group Reports

**Budget Work Group** - Chuck Johnson presented [the fiscal report](#) on the METS budget from the budget work group. He thanked the three agencies who worked together to develop the report: the DHS, MNIT, and MNSure.

Chuck noted that the statute requires the ESC to produce a quarterly fiscal report to present to the Legislative Oversight Committee. The Work Group used the SWIFT accounting system to derive the numbers.

Chuck reviewed the tables on pages two and three of the report.

Chuck explained that the second page provides the budget for the METS system, which includes FY17 and two planning years, FY18 and FY19. He noted that FY16 does have a few outstanding purchase orders which may affect the budget in the future, but the margins of change are minimal. The top of the table covers expenditures and the bottom of the table outlines financing of the expenditures. Each of those sections is then split between development and operational budgets. The operational budget indicates how much is needed to provide operational support to METS, while the development budget covers those improvements and fixes that are necessary to advance the system. Chuck noted that development is defined, from a fiscal standpoint, in line with how CMS defines development for the purposes of the Department of Human Services advancement planning documents requirements, plus what MNSure budgets for development in a given year.

Chuck reported that the \$32 million for FY17 operational expenditures is the amount that was developed and agreed to by the ESC last year. The development budget will vary from year to year based on fiscal resources that are available and what the development roadmap will look like. When looking at FY18 and FY19, the zeros are not representative of the future, but rather indicate the Budget Work Group has not yet set a development budget for FY18 and FY19. Chuck indicated the federal fiscal year does extend a bit longer than the state fiscal year, so there is an additional quarter there that should be acknowledged. There are a number of complexities in trying to match up the timing of the different categories.

Chuck noted state personnel expenditures are usually MNIT staff along with a few subject matter experts. Staff augmentation are contract workers who are typically under MNIT contract and oversight. The IT vendor contracts are the larger contracts that have more significant responsibility within the project. Chuck also noted that the operations side is more state personnel heavy, while the developmental side is heavier on IT vendors.

Chuck reported that central charges are a way MNIT bills agencies for standard services, such as hardware, software, emails, and desktops. Just like other state agencies, MNSure and the Department of Human Services have to pay those charges to MNIT.

Chuck also explained that financing can be found on the bottom of the page, which is split between development and operations as well as by four categories used to fund the project. The four categories are MNSure's premium withhold, MNSure federal dollars given to help fund

and advance the project, and the two Department of Human Services categories, federal Medicaid and state appropriations. State appropriations cover the MinnesotaCare portion of any development work. Chuck noted that the budget will be updated accordingly as the fiscal year moves forward.

Chuck indicated page three starts in the left-hand column with the FY17 budget consistent with what is found on page two. Each of the categories features the year to date total in the far right column, though due to lags in expenditures, none of them are currently at 25%. Chuck noted there is no indication that money is being underspent, and the work group expects the budget to be fully utilized. Chuck also noted state personnel has a lag because in this case the state personnel is mostly MNIT staff who are paid through an invoice given to MNSure and the Department of Human Services. In order to account for the lag, the table includes a column entitled Expenditures “After FY End.”

Chuck indicated the fiscal report will be given to the Legislative Oversight Committee with a cover letter signed by Scott and Chuck.

Katie noted that this was the first fiscal report from the METS ESC, so in order to set the context, the Work Group had put together the first page. Katie also commented that the resources currently devoted to METS are essential to the development of the system.

Deborah Huskins noted there are challenges ahead related to funding for system development. Counties are concerned about the continuing ability to improve the system, given there is some significant development work needed in order to have a mature system.

**MOTION:** Allison O’Toole moved to approve the Budget Work Group fiscal report. Nathan 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 presented updates about the fall release that deployed on the weekend of October 21, 2016. He reported that the system is performing well, although as is common after a major release, some postproduction issues have been identified. Eight of the identified defects will be part of the winter release on December 17. Deploying fixes to these defects during this release will minimize system downtime for open enrollment. Testing has already begun on a portion of the defects.

As indicated at the October ESC meeting, the METS Program Management Team (PMT) has taken a closer look at planned work for the remainder of 2016 and into 2017 and is re-evaluating what MNIT can deliver in the 2017 winter release and subsequent releases. PMT has decided the winter release will include the unique person ID project, which will reduce the creation of multiple and duplicative IDs for consumers who apply through METS; 11 defect

fixes, eight of which are post Cúram upgrade prioritized defects; and METS-MMIS interface improvements, which are changes to the call back service and triggers in the interface.

Greg noted that these projects are a subset of the items that had originally been scheduled for the winter release. Greg added that as PMT has focused on ensuring that both business and technical resources are available for open enrollment support, some of the project work has been placed on hold. Those items include: reinstatement, assister portal phase 2, notices, PRISM iteration 3, and MinnesotaCare realignment.

Greg noted that the MinnesotaCare realignment project (“staggered renewals”) was in red status at the October ESC meeting. After hard work by the project team, it became clear to project sponsors and DHS leadership that the level of effort and associated risks, even under a phased approach, was not feasible. DHS business has decided to delay the project.

As part of 2017 planning, DHS is now determining if there may be other core functionality that if implemented could benefit Medical Assistance and MinnesotaCare, and improve compliance and case management in the absence of staggered renewals. This will be part of 2017 planning.

Nathan reiterated that the MinnesotaCare realignment project had a large scope that had grown larger as DHS examined the project further, including numerous federal requirements that made it more complex. Additionally, he noted that the project only benefits MinnesotaCare, while other improvements that could replace this project would benefit both Medical Assistance and MinnesotaCare.

Greg spoke briefly about the 1095-A and -B work. MNIT successfully completed the October trial run for 1095-A and submitted October monthly files to the IRS. Greg noted that MNIT is preparing for a second trial run in November and for the November monthly IRS file submission. These trial runs will be invaluable as MNIT prepares for January. Furthermore, Greg noted the target date to release code for 1095-B to production is December 15th, which will prepare MNIT for the mailing of over one million 1095-B forms to consumers between mid-December 2016 and the end of January 2017.

Greg continued his presentation with the ESOR project roadmap. He noted that MNIT did a smart stop of the passive renewals work in October and that the project team is looking at what tasks need to be completed and the timeline for completion. He also noted that the EDI 834 code was deployed on October 25 with defects resolved by October 28. Lastly, Greg reiterated that as he had noted at the previous ESC meeting, some ESOR items had been delayed and will be part of future work.

Nathan asked if projects classified under “Future 2017 Work” had resources committed to them or if there was additional evaluation and prioritization needed to proceed with those projects. Greg explained some of these items are operational work that continues to be done on a regular basis, while others are new development work that needs to be part of the PMT planning.

Greg noted that some of the METS-MMIS interface work found on the Other Project Roadmap will be delivered with the winter release. Greg also reiterated that a full redesign of the interface is required and MNIT is looking into this as part of a future release.

Greg reported that METS PMT had been scheduled for a planning meeting on November 3, which was postponed to November 17. That planning meeting will include identifying and categorizing the work, understanding current and available resources, discussing strategies and processes for PMT decisions and release oversight, and identifying and prioritizing 2017 work.

Greg noted he intends to present a proposed 2017 roadmap at the December ESC meeting.

Greg presented on the project status roadmap and all active IT projects. He noted projects in gray are those projects that have been put on hold, which will be part of the PMT discussion and prioritization process for 2017 planning.

Greg noted the carrier reconciliation project is in red status because the project team had been diverted to open enrollment support, but does continue to make corrections on the January reconciliation file, which is nearly complete. Greg stated that the project has been unable to produce a timeline for broader reconciliation between MNSure's enrollment system of record and carrier data system due to resource constraints on both the project and carrier side. Until the scope can be re-defined, the project is likely to remain in red.

Next, Greg explained that the ESOR project is in red due to Business Transaction Reporting (BTR) not meeting planned dates. BTR enhancements were delayed from a planned deploy due to defects found in testing. Greg noted that on a positive note, the PMT deployed the BTR enhancements into production yesterday and are now preparing to run the report. Once the report is run, the project will move from red to yellow.

Deborah asked for more information on the yellow status of the METS-MMIS interface project. Greg noted there are several defects that need to be prioritized.

Chuck requested that since the next ESC meeting is the last of 2016, Greg provide at that meeting a summary of what was accomplished in 2016.

Nathan asked if the shifting priorities for the winter release had an impact on the ongoing efforts highlighted on the 2016 Release Roadmap slide. Greg explained that putting certain winter release projects on hold had allowed MNIT to keep resources devoted to the ongoing efforts.

## **New Business**

Scott presented a METS open enrollment update. Scott noted that despite an abnormally high volume of calls to the Contact Center and a short-term problem with numerous state agency websites on the first day of open enrollment, METS has functioned well. He also stated that as of 5 p.m. on Sunday, November 13, the METS system has enabled the submission of 26,357

complete applications for health insurance coverage in Minnesota. Scott thanked all staff who have worked to prepare the system.

Next, Scott noted that he recognized the past Tuesday's election results created uncertainty about the fate of the Affordable Care Act, which may impact the work of the ESC in the future, but the teams at MNIT @ DHS/MNsure remained committed to supporting the IT needs of DHS and MNsure. MNIT will stay the course on that work, unless and until a specific change in direction is required.

Allison noted that while day one of open enrollment saw unusual activity, day two and beyond have gone smoothly. She noted 20,000 Minnesotans had enrolled in QHPs to date, which was a milestone MNsure hadn't hit for six weeks in the previous open enrollment period. Allison noted that there has been heavy traffic, but that is expected. Allison also echoed Scott's appreciation of the hard work being done.

Regarding the election, Allison reiterated that MNsure stands ready to help Minnesotans right now. She also stated that Minnesotans enrolling into coverage for 2017 are enrolling into a contract with insurance carriers, so they can be assured they are covered. Allison said she is dedicated to being transparent with consumers on the road ahead. She noted Minnesota has the highest rate of insurance on record and that it is her sincere hope policymakers will keep their eyes on maintaining those gains.

### Public Comment

None.

### Adjourn

**MOTION:** Allison moved to adjourn. Nathan seconded. There were no objections and the meeting adjourned at 10:54 a.m.