Executive Steering Committee (ESC) Update
Minnesota Eligibility Technology System (METS)

Colleen O'Brien| METS Program Manager| MNIT Services @ DHS/MNsure

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Agenda

1. Recap of past 2 years

2. FFY22 Roadmap

3. Winter 2021 Release (deployed January 16)

4. Upcoming Deliverables

5. Stoplight Status of Projects

Part 1: Recap of past 2 years

Major events

- Federal public health emergency declared 1/31/20 due to COVID

- On 3/27/20, 8 projects moved to "on hold" status (5 have since resumed)

- METS ESC Roadmap Workgroup met monthly in absence of full ESC meetings

- Annual roadmap work continued

- 7 major METS releases deployed

- Governance group name change *(METS PMT became METS SGG)*

Status of projects placed on "COVID-hold" on 3/27/20

METS Projects	FFY 20	FFY 21	FFY 22	Comments
Federal Tax Law Changes	Resumed 4/23/20			Complete
*Renewals Process Improvements FFY20	Resumed 4/23/20			Complete
*Unique Person ID	Resumed 4/23/20			Active
*Tribes as Processing Entities	Resumed 7/28/20			Active
*METS Electronic Eligibility Verifications Discovery		Defunded		
*METS Eligibility: Income		Defunded		
*METS Eligibility Determination: Pregnant Women and Auto Newborns			Resumed 10/1/21	Active
Cost Sharing for MA				Remains on hold

*Approved for enhanced federal funding

Summary: Project changes since January 2020

- 17 projects that were active have completed

- 5 new projects started <u>and</u> completed

- 7 projects that were active are still active now

- 7 new projects started and remain active now

Impacts: GetInsured Implementation

- Deploying in Fall 2019, this project integrated a new COTS software platform (GetInsured) with existing state systems

- It transformed the enrollment of consumers with insurance companies from a highly manual process that could take multiple days to a seamless process done in real-time

- Minnesotans who shop through MNsure benefitted from an improved user experience and enhanced self-service options

- Consumer satisfaction improved markedly based on survey responses

- Functionality delivered by the project helped reduce year-over-year contact center volume by 50% since go-live, resulting in significant savings to MNsure

- "Most impactful upgrade to MNsure's technology since MNsure went live in 2014"

- Named as a finalist for MNIT's 2020 Project of the Year award

Impacts: Renewals Process Improvements FFY20

- Deployed in Summer 2021 and Fall 2021 releases.

- Completely eliminated the blackout period for public program workers updating "Public Program only" cases.
  - Blackout periods are manually intensive for public programs in that they require workers to track a list of changes for each client and then process the changes after the renewal is processed
  - Previously, public program workers couldn't process a change on a case for up to 90 days while the case was in the public program renewal process

- Workers can now update a public program case where they used to spend 1.5 to 2 hours closing and re-entering the case:
  - This applies for situations where eligibility closed for a person who failed to renew timely and at least one member on the case had current active eligibility on another program

- Made DEED wage income data available for public program renewals, and improved employer matching between existing income and electronic sources

- The bulk of this project's scope was delivered by November 2020.

- It enables authorized users from DHS and MNsure to directly query METS data.

- The ability to utilize standard reporting tools makes it much easier and less expensive for METS partners to access their data.

- One notable outcome is that DHS has been able to more fully claim federal reimbursement for the Basic Health Program, thus saving millions of dollars for the State.

Impacts: COVID-19 Relief APTC Changes

- Changes deployed to system in Spring and Summer of 2021

- Implemented tax credit eligibility rule changes in the American Rescue Plan Act

- Increased amount of tax credit benefits for Minnesotans enrolled in coverage through MNsure, resulting in:

  - Percentage of households receiving tax credits jumped from 49% in 2021 to 59% in 2022

  - Contributed to an average eligible household tax credit of $6,089 in 2022

- Won MNIT's 2021 Project of the Year award!

Part 2: FFY22 Roadmap

METS FFY 2022 Roadmap- For approval

Ongoing / Annual Work	Status
1095-B Tax Year 2021	In Progress
Data Access & Management Reports- FFY 2021	Completed
M&O: Non Project work	In Progress
Human Services DR (Disaster Recovery) Exercise 2022.1	In Progress
Data Access & Management Reports - FFY2022	In Progress
1095-B Tax Year 2022	Planned
Curam Upgrade 2022	Planned

Status Key	
In Progress	
Planned	
Completed/Operationalized	
✖ = COVID Hold	
* = Approved for enhanced federal funding	
Red Δ- Projects added after start of FFY2022	

Development Projects	Status
* Unique Person ID	In Progress
* Effective Dates	In Progress
Renewals Process Improvements FFY20	Completed
Cost Sharing for MA	✖
* Tribes as Processing Entities	In Progress
* METS Eligibility Determination: Pregnant Women and Auto Newborns	In Progress
Data Mart 1.5	In Progress
* Eligibility and Enrollment Certification	In Progress
Grant/Pope County Merger (Western Prairie)	In Progress
MNsure PARN Updates	In Progress
Infrastructure Improvements - Compliance/Audits	Completed
Infrastructure Improvements - IAM MNsure MFA & Dev Enhancements	In Progress
METS Configuration Auditing	In Progress
Extending MA Postpartum Period for Pregnant Women	In Progress
MinnesotaCare Eliminate the Family Glitch Δ	Planned

1/25/22

Part 3: Winter 2021 Release

Winter 2021 Release Timeframe- Recap

- ## Winter METS Release included (deployed 1/16/22):

  - Unique Person ID (UPI)

  - Effective Dates

  - Grant/Pope County Merger

  - M&O: Non Project Work

- ## Other Winter deliverables:

  - Unique Person ID (UPI)

  - Data Access & Management Reports

  - M&O: Non Project work

Part 4: Upcoming Deliverables

Rolling Deliverable Schedule – New Development Projects
as of 1/25/2022

Roadmap Efforts	Current Phase	2021 Fall Release Timeframe	2021 Winter Release Timeframe	2022 Spring Release Timeframe	2022 End of Spring Release Timeframe	2022 Summer Release Timeframe	Future Timeframes
* Unique Person ID	Execution	Complete	Complete Δ	Active	Firm	Firm	
* Effective Dates	Execution	Complete	Complete Δ	Active	Active	Firm	
* Renewals Process Improvements FFY20	Closed Δ	Complete					
Cost Sharing for MA	Execution	COVID Hold	COVID Hold	COVID Hold	COVID Hold	COVID Hold	TBD
* Tribes as Processing Entities	Execution	Active	Active	Firm			
* METS Elig Determination: Pregnant Women and Auto Newborns	Planning	COVID Hold	Active	Active	Active	Active	Targeted
Data Mart 1.5	Execution	Active	Active	Active Δ	Active Δ	Active Δ	Targeted Δ
* Eligibility and Enrollment Certification	Execution	Active	Active	Active	Active	Active	Active
Grant/Pope County Merger (Western Prairie)	Execution Δ	Active	Complete Δ				
METS Configuration Auditing	Execution	Active	Active	Active	Active	Active	Active
MNsure PARN Updates	Execution Δ	Active	Active	Active	Active	Firm	
Extending MA Postpartum Period for Pregnant Women	Planning	Active	Active	Active	Targeted		
Infrastructure Improvements - IAM MNsure MFA & Dev Enhancements	Execution	Active	Active	Targeted			
Infrastructure Improvements - Compliance/Audits	Closed	Complete					
MinnesotaCare Eliminate the Family Glitch Δ	Not Started			Active	Active	Active	Active

LEGEND	Targeted Project/effort is actively working to deliver in the specified release timeframe.	Firm Project/effort is approved to deliver to METS platform in the specified release timeframe.	Complete Project/effort successfully delivered in the specified release timeframe.	Active Project/effort is active during the specified release timeframe

Key-
* = Approved for enhanced federal funding
Δ = Changes since last presentation

Rolling Deliverable Schedule – Ongoing/Annual Work
as of 1/25/2022

Roadmap Efforts	Current Phase	2021 Fall Release Timeframe	2021 Winter Release Timeframe	2022 Spring Release Timeframe	2022 End of Spring Release Timeframe	2022 Summer Release Timeframe	Future Timeframes
METS DR (Disaster Recovery) Exercise 2021.1	Closed	Complete					
Human Services DR (Disaster Recovery) Exercise 2022.1	Execution Δ		Active	Active	Active	Targeted	
1095-B Tax Year 2021	Execution Δ	Active	Complete Δ	Targeted			
Data Access & Management Reports- FFY2021	Closed Δ	Complete					
Data Access & Management Reports- FFY2022	Initiation Δ		Complete Δ	Targeted	Targeted	Targeted	
M&O: Non Project work	Ongoing	Complete	Complete Δ	Firm	Firm	Firm	Targeted

LEGEND	Targeted Project/effort is actively working to deliver in the specified release timeframe.	Firm Project/effort is approved to deliver to METS platform in the specified release timeframe.	Complete Project/effort successfully delivered in the specified release timeframe.	Active Project/effort is active during the specified release timeframe

Δ = Changes since last presentation

- Spring METS Release includes (deploys 3/13/22):

  - Tribes as Processing Entities

  - M&O: Non Project work

- Other Spring deliverables:

  - IAM MNsure MFA and Dev Enhancements

  - Data Access & Management Reports

  - 1095-B Tax Year 2021

  - M&O: Non Project work

End of Spring 2022 Release Timeframe

- End of Spring METS Release includes (deploys 6/12/22):

  - Unique Person ID

  - Extending MA Postpartum Period for Pregnant Women

  - M&O: Non Project work

- Other End of Spring deliverables:

  - Data Access & Management Reports

  - M&O: Non Project work

- Summer METS Release includes (deploys 8/7/22) :

  - Unique Person ID

  - Effective Dates

  - MNsure PARN Updates

  - M&O: Non Project work

- Other Summer deliverables:

  - Data Access & Management Reports

  - M&O: Non Project work

Part 5: Stoplight Status of Projects

Release	Project Name	Status
22.1	Infrastructure Improvements - IAM MNsure MFA & Dev Enhancements	Yellow
22.1	Grant/Pope County merger	Green
22.1	Tribes as Processing Entities	Green
22.1	1095-B Tax Year 2021	Green
22.2	Extending MA Postpartum Period for Pregnant Women	Yellow
22.2	Human Services (Disaster Recovery) DR Exercise 2022.1	Green
22.2, 22.3	Unique Person ID - Phase 3	Green
22.2, 22.3, 22.4	Data Access & Management Reports - FFY2022	Yellow
22.3	MNsure PARN Updates	Green
22.3	Effective Dates	Yellow
22.3, TBD	Data Mart 1.5	Red
22.4	METS Eligibility Determination: Pregnant Women and Auto Newborns	Green
23.1	*Eligibility and Enrollment Certification	Green
23.2	METS Configuration Auditing	Green