

Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

Details

- September 26, 2017
- 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 via phone
- Deborah Huskins, Hennepin County - present
- Chuck Johnson, DHS - present
- Kari Koob, MNsure - present
- Nathan Moracco, DHS - present
- Allison O'Toole, MNsure - present via phone

Non-Voting Members

- Jenna Covey, MNIT - present

Guests

- Greg Poehling, MNIT
- Jamin Johnson, MNIT
- Stephanie Grisell, MNsure

Agenda Items

Call to Order & Welcome

Chuck Johnson, DHS

Chuck Johnson called the meeting to order at 10:03 a.m. Members introduced themselves and Chuck noted there has been a change to membership in the MNIT membership. Jenna Covey had joined the ESC, while Bill Pal-Freeman and Jesse Oman had left their roles with MNIT.

Administrative Items

MOTION: Kari Koob moved to approve the draft [August 8 meeting minutes](#). Deborah Huskins 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 Program Update](#).

Greg updated the committee members about the fall release, noting detailed information could be found on the [METS Fall 2017 Release handout](#). Greg called out a specific item that did not fully deploy in the fall 2017 release: the MMIS Interface. Two pieces of MMIS Interface work expected to deploy with the fall 2017 release were held back as they were not ready for deployment: the MMIS Phase One fix and MinnesotaCare (MCRE) Billing Functionality fixes. The notice work in the fall 2017 release incorporated legislatively-mandated estate recovery language into the Need to Renew and Modified Need to Renew notices. For defects this month, the focus was on resolving defects that cause frequent problems for customers and workarounds for caseworkers. Finally, the fall 2017 release also included periodic work to update the federal poverty level rates for several health care programs and application updates and marketplace setup changes needed in advance of 2018 open enrollment.

Nathan Moracco asked about the 1095-A monthly reporting and if there was a similar process for the 1095B. Greg indicated that 1095Bs do not currently have such a process.

Greg provided committee members with the winter 2018 release. He noted for committee members the winter release had been moved from December 16, 2017 to the weekend of January 6, 2018, acknowledging the MNsure extension of the coverage deadline date for January 1, 2018 coverage. This change does not impact the ability for periodic data match (PDM) to be functional to meet the current planned deadline for implementation. Chuck noted, from the Department of Human Services perspective, the extra three weeks were beneficial to PDM deployment. Greg noted the winter 2018 release would include ongoing work items which include MMIS Interface, including redesign; notices; carrier integration; and defect work.

Greg moved on to 2018 open enrollment readiness. Greg reported his team was working on performance and load testing, using the information from peak 2017 open enrollment days. The objectives of performance testing are to ensure that system response times for critical transactions meet or exceed defined performance requirements. The transition to 2018 open enrollment would occur on the evening of October 31, 2017.

Nathan inquired if there were any different expectations from 2017 open enrollment to 2018 open enrollment. Allison O'Toole noted there was much confusion from consumers about their 2018 coverage and anticipates a higher call volume, but that is yet to be seen. Allison shared that MNsure was loading the reinsurance rates into the system and noted there should be more clarity after October 2, 2017, rate release press conference.

Greg followed up on past questions from committee members. He noted that at the August ESC meeting, he was asked about the expected completion timeframe for the MMIS interface redesign and the notice work. Greg noted both projects were large projects and as his team

worked on such projects, the scope was increasing, which made it difficult to project a definitive end date. Both of these specific projects have a redesign component, as well as have significant interaction with other systems, noting both remain top priorities for the METS project management team (PMT). He discussed the MMIS interface project first. While the full release schedule for the final two quarters of 2018 was still being finalized, the MMIS Interface project would remain a top priority through 2018. The MMIS Interface project includes three tracks of work. One is the redesign track of work, which includes the implementation of the new web service event messages. This is expected to be completed by the end of 2018. Greg noted the other two tracks of work for the MMIS Interface project were more operational and would likely continue beyond 2018, mainly to address potential specific defects. Greg moved on to discussing notices and their potential end date. Notice work was planned for most of the 2018 releases, and the project aims to better streamline the work, as well as identify and resolve some of the core issues related to notices work. Greg also noted for the committee members that his team may be piloting a new replacement technology, Adobe Experience Manager, which would improve the existing notice process.

Greg acknowledged the questions raised at the August meeting about defect work and the time spent on defect work in 2017. As of August 11, 2017, 31% of PMT work in 2017 was spent correcting defects. Greg reminded the committee members that in the beginning of 2017, METS PMT set a goal to dedicate 20% of resources to correct defects. Janet Goligowski appreciated the specificity that Greg provided the committee.

Greg reviewed the 2018 Roadmap planning for committee members' approval. The METS PMT had reviewed much information to provide a final recommendation to the ESC in regards to the spring 2018 release and the summer 2018 release. Greg noted the fall and winter Releases would be reviewed for approval at the November 2018 ESC meeting. Greg indicated that PMT was committed to process improvements and acknowledged challenges associated with the work, specifically related to notices, defects, and discovery.

Chuck asked for clarification on the notice process improvements. Greg indicated that, moving forward, the PMT would group similar notices together to update them at the same time, versus before, when the PMT would focus on a single notice. Allison noted the MNSure IT request for project might affect MNSure's priorities in 2018 and sought Greg's input on the overall purview of the 2018 roadmap. Greg indicated the MNSure IT RFP would be acknowledged once a final decision had been made. Deborah wanted to ensure she understood the implications of discovery process. In the past, she noted there was a significant time it took to discover the full issue and outline a resolution. She hoped the new discovery process could streamline this process. Greg noted the short answer to Deborah's question was this new process of discovery is based on a year of learning, so the process should be simpler. Kari asked about the prioritization of notice and defect work. She noted that it was a possibility that when grouping defects together, that group could get so large it became a different issue entirely. She asked Greg to address this concern and he acknowledged it was about being reasonable within the PMT.

Greg moved onto presenting the 2018 Roadmap for the first two quarterly releases of 2018. The items slotted for these first two releases, spring and summer, were largely projects that were identified in the 2017 Roadmap planning process and work on many of these projects was already underway. The spring 2018 release is proposed to include work on the MMIS Interface; notice work; carrier integration, with Greg noting that PMT would not have specifics until the MNsure IT RFP was finalized; reasonable opportunity period (phase one); DEED for verifications of income; and defect work. The summer 2018 release was expected to include the MMIS Interface, carrier integration, Curam instance alignment, Curam upgrade, the EngagePoint upgrade, and the Oracle Upgrade. Greg indicated there was a lot of technical work and upgrades involved in the summer 2018 release, all of which needed to be done at the same time to ensure future project work was built off a common platform.

Janet asked if the reasonable opportunity period as outlined in the spring 2018 release only applied to new applications. Greg reported he was not able to provide specifics at the time. Janet also asked when phase two of the reasonable opportunity period would be released and Greg was not able to provide a specific date. Janet added there was no defect and notices work in the summer 2018 release and asked Greg to clarify. Greg noted there would be no notice or defect work in the summer 2018 release due to the large load included in that release, specifically related to the Curam work. Nathan asked if the DEED verification was being applied to all cases where it could be applied or if there would be a distribution. Greg reported he did not have that information to provide at the time. Janet inquired about potential defects with the periodic data match. Greg noted there would be no different process for a PDM defect than a non-PDM defect.

MOTION: Janet moved to accept the PMT recommendation for the spring and summer 2018 Roadmap as presented. Kari seconded. All voted in favor and the motion was approved.

Greg moved on to the 2017 carrier integration roadmap. He noted the fall 2017 release included two carrier integration projects: 834 EDI fixes and enhancements, and phase one of the 1095-A reporting with enrollment caps. He added that the winter 2018 release would include more carrier integration projects, including phase two of the 1095-A enrollment caps project, automated 1095-A corrections and voids, and finally, 834 EDI member-level terminations. Greg indicated there would be a decision made later about the carrier integration roadmap and how it relates to the MNsure IT RFP.

Greg provided an update on the public program roadmap. In regards to the 1095B project, the PMT was working on submitting the file for 2016 1095B corrections to the Internal Revenue Service. He moved on to the MAXIS to METS migration, indicating that as of September 15, 2017, 83% of cases had been migrated and an additional 15% were in progress. The MinnesotaCare Premium Reconciliation project continued to work on reconciling premiums from January 2014 through April 2016. The PMT was currently working on phase two of the project, which is related to the reconciliation of 2014 METS to MMIS cases. Finally, Greg wanted to note for the committee members work related to periodic work. There had been updates to both the online and paper application to align with the 2018 open enrollment period.

Finally, Greg gave a program status update as of September 22, 2017. He began with an update on the 1095B project. With recently assigned new resources, the PMT were getting a higher level of engagement and progress was being made to correct the testing and code fixes. The current target date for delivery of corrections to the Internal Revenue Service was October 16, 2017. Greg moved on to the MMIS interface, which was currently in red for three reasons. The first was the MMIS Phase One fix was held back from the original deploy for testing due to redesign issues. Second, a blocker defect was discovered on the MinnesotaCare billing update originally slated to deploy with the fall 2017 release. Finally, the PMT was attempting to identify if any manual renewals-related defect fixes would be able to be deployed prior to November 1, 2017. These fixes were being sought to improve the overall manual renewal process that would begin in November. Chuck was pleased to see there was progress being made on the 1095B project. Greg reiterated the frustration felt by everyone on the team in regards to the 1095B project.

Greg moved on to discussing the yellow projects. Infrastructure improvements included several sub-projects and was in yellow for a couple reasons. First, the compliance and audits sub-project was yellow due to a data query issue. Second, the Multi-Factor Authentication (MFA) Upgrade was in yellow due to non-availability of testing resources resulting in additional schedule delay. PMT was working with the MNsure Business Team on potentially providing additional support. The second project in yellow was the periodic data match and FTI project. The project was in yellow as PMT worked to solidify testing dates and analyze regression testing results. The dates were in flux due to a change to the winter 2017 release date, but also due to a delay in regression testing getting underway. The final project in yellow was the carrier integration project, which was in yellow due to the enrollment caps phase two project. The technical team was currently reviewing the Business Rules Document to determine technical solution options for business consideration and guidance for a final decision. The project would be in yellow until these solutions were presented and the coding team could begin work.

Quarterly Financial Report

Jamin Johnson, Director of Enterprise Planning and Administration, MNIT Services @ DHS/MNsure

Chuck introduced Jamin Johnson of MNIT and noted this fiscal report would be presented to the Legislative Oversight Committee. He indicated the quarterly budget would start to review the 2018 budget and dip into the state's 2018 fiscal year. Chuck also noted there would be underspending in the development side but the ESC would not have complete information until the state 2018 fiscal year closed out. Currently, the assumption was that PMT would work on a \$51 million development budget. Allison indicated MNsure was focused on the IT RFP and ensuring there were funds available for development. Essentially, there were items that were not yet in the fiscal report that would arise later in the year.

Jamin presented the [Minnesota Eligibility Technology System Fiscal Report for the Fourth Quarter](#), ending June 30, 2017. Jamin outlined the different pages before reviewing each

page in depth. Page one was boiler plate and static and Jamin indicated the only update was to the date, acknowledging the end of the quarter. Page two was the four-year view. The key to remember is the estimated actuals within the FY 2017 budget, which acknowledge any lag or underspending. Jamin discussed the development aspects of the budget, noting the two types, and that CCIIO grants would be extinguished by the end of 2017. The second development aspect was the MNSure advanced development planning (ADP) for the METS development. This is the joint state and federal funds used to fund public programs and MNSure. However, as there was some significant difference between how the funds were being allocated between DHS and MNSure, a third development aspect was created: QHP-specific development.

Jamin reviewed the anticipated 2018 budget. MNSure was in the process of reconciling the federal CCIIO development grants and might appear in the 2018 budget, but would be an insignificant amount. The CCIIO grants currently list as zero but would likely be reconciled as re-adjustment occurred. From the federal ADP for a public programs perspective, there would be an increase in funding from 2017 to 2018.

From the operations, the budget had been reviewed from the previously-reported operational funding. Jamin noted the operations budget was young and there would be changes due to project work and the interdependency of projects. The operations budget did extend into the state FY 2019. Jamin noted the operations budget under expenditures was increased for MNIT to provide Enterprise services. Kari noted she appreciated the work Jamin had put into the fiscal report. She wanted to reiterate that nothing was double-budgeted due to the MNSure RFP.

Jamin moved on to page three, noting that the next fiscal report would have two page threes, which would allow for a more detailed budget. The columns across the top match the columns on page two, but this was a more detailed budget which allows the financing and expenditures to be broken down quarterly. Jamin noted there were still outstanding invoices for the fourth quarter which were not yet reflected and the budget would be updated accordingly so they could be accounted for.

MOTION: Janet moved to approve the Minnesota Eligibility Technology System Fiscal Report for the Fourth Quarter and send it to the Legislative Oversight Committee as outlined in statute. Deborah seconded. All were in favor and the motion was approved.

New Business

ESC Members

No new business.

Public Comment

None.

Adjourn

Chuck adjourned the meeting at 11:26 a.m.