

Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

Details

- February 22, 2019
- 10 a.m. - 12 p.m.
- Room 1100, Minnesota Senate Building, 95 University Ave W, St. Paul, MN 55155

Participants

Voting Members

- Nate Clark, MNSure - present
- Janet Goligowski, Stearns County - present
- Deborah Huskins, Hennepin County - present (via phone)
- Chuck Johnson, DHS - present
- Kari Koob, MNSure - present (via phone)
- Marie Zimmerman, DHS - present

Non-Voting Members

- Jon Eichten, MNIT - present
- Greg Poehling, MNIT - not present

Guests

- Lisa Koenig, MNIT
- Jamin Johnson, MNIT
- 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. He began by welcoming Marie Zimmerman, the Assistant Commissioner for Health Care and Minnesota's Medicaid Director, who has replaced Nathan Moracco on the committee. Members introduced themselves.

Administrative Items

ESC Members

Jon Eichten noted that Chuck's agency in the first section of the minutes needed to be amended to list DHS rather than MNIT as his agency.

MOTION: Janet Goligowski moved to approve the draft [November 27, 2018 meeting minutes](#) as amended. Nate Clark seconded. All voting members present voted in favor and the motion was approved.

METS IT Program Status Update

Lisa Koenig, Program Management Division Director, MNIT Services @ DHS/MNsure

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

Lisa Koenig of MNIT presented the [METS ESC Update slide deck](#).

Lisa noted that MNsure's open enrollment period (OEP) concluded on January 14. She advised this was the sixth open enrollment period and MNsure reported strong numbers. She advised that from a technical support perspective as well, open enrollment was a success. Lisa noted that during OEP, MNIT Enterprise instituted a system change freeze that spanned well beyond METS. She advised that MNIT staffed a command center and had 24/7 staff coverage as well as 24/7 system availability for peak times.

Lisa noted that since the ESC last met, the 2018 winter release was successfully deployed over the weekend of January 6. She advised that the release corrected a defect to ensure that payments made for coverage provided cannot be refunded incorrectly. She also noted that the notices project team delivered several updates aimed at improved customer understanding by making the notices more precise and accurate. She noted the defect management project team deployed fixes related to case re-entry, eligibility and case management. Lastly, Lisa advised the carrier integration team delivered code for the annual 1095-A process. Lisa said the team was able to mail out all 1095-A forms to MNsure customers prior to the January 31 deadline.

Janet commented that she'd heard less was delivered for defect fixes to the MMIS interface than was expected. She wondered if that affected the timelines for 2019 or the expected amount of defect fixes that the team will deliver before it closes out. She also wondered whether there was more time being allotted to the MMIS interface defect work, and if so, whether that was diverting resources from other initiatives. Lisa said she would follow up.

Lisa presented on the spring release, which is scheduled and on track to be deployed on April 7. Starting with the METS to MMIS Interface, Lisa advised the team expects to resolve defects related to the redesign to ensure coverage information such as begin date, major program, language and the need for interpreter services is interfaced to the coverage system (MMIS). She noted the scope of the notices project in the spring release will focus on the standard eligibility notices (SEN) and resolving several defects. Lisa stated the METS Improvement Project is focused on improving the eligibility worker experience. She advised DHS, counties, and MNIT have worked together to identify a list of items that will reduce the number of

steps needed to take action on a health care case and produce more accurate eligibility results. Lisa noted the defects management team will continue to focus on resolving high priority defects, including fixing missing help text on the healthcare application. She stated the spring release will also include verify lawful presence, which assists in the eligibility determination process by using the U.S. Department of Homeland Security's Initial Verification Web Service to verify an individual's immigration or citizenship status. She noted The Department of Homeland Security is retiring older versions of this service, and along with all other states, Minnesota must upgrade the connection to the most current version by April 28. Finally, Lisa wrapped up the spring release by noting that there will be a deploy of Reasonable Opportunity Period Phase 2. This project was the subject of a proof of concept related to its lengthy testing runway and that proof of concept has proven to be successful. Lisa advised this phase of the project will automatically determine if someone who is denied public program eligibility is eligible for private programs.

Deborah Huskins requested a list of the improvements that the METS Improvement Project is working on. Lisa said she would follow up with a list provided by a project team.

Marie Zimmerman asked whether the Verify Lawful Presence project was just an upgrade to the web service connection or if it also includes updates to the way the system supports the business process. Lisa said she would follow up.

Lisa then moved on to the 2019 summer release. She noted MNIT is on track to deliver the four areas of functionality in the approved roadmap, including MMIS interface, notices, PRISM interface, and defects.

Janet asked whether the PRISM Interface Project would enhance the eligibility worker experience. Lisa said she would follow up.

Lisa then presented on the fall release, which is planning to deliver the items approved in the roadmap, including METS to MMIS interface, notices, GetInsured, renewals process improvements, defects, and SEP eligibility during OEP and Qualified Health Plan (QHP) "approved" status error projects. Lisa discussed two MNSure efforts that are sub bullets under the defects project. First, Lisa noted the SEP eligibility during OEP is an effort that will address an issue where consumers who apply during open enrollment but before January 1 do not receive an eligibility determination for the current year. This prevents special enrollment eligibility from being determined and no manual or system work around exists currently. Second, Lisa advised the QHP "approved" status error project will resolve an issue in the METS application that is incorrectly placing an "approved" status that was implemented for Medical Assistance on QHP cases. Lisa stated this results in households that are incorrectly prevented from getting selected for QHP renewal and would incorrectly be excluded from the data migration file to GetInsured. Lisa noted that as the METS Program Management Team (PMT) reviewed the roadmap and addressed scope and capacity for each release, it was determined these items would need to be considered along with the items in the defects project queue, given the available resources. She noted that this is why she is presenting them as sub-bullets. She advised these two items will no longer be called out separately on

the roadmap and will be absorbed into the defects project. However, Lisa noted that the scope freeze deadline for fall approaches, these items are still included in the anticipated scope of defects for fall and are on track to be delivered.

Nate asked if these items were confirmed or just anticipated. Lisa noted PMT hasn't met the scope freeze date yet (in March), but once they have, they will know what can be included.

Chuck asked whether the renewals process improvement project will include the reinstatement process or if it will be included in a future phase. Janet commented that a discovery effort had been performed and found the fixes needed to address reinstatements would be complex, and would need to be broken into phases. She suggested that the ROP project work was a prerequisite to the reinstatement efforts. Lisa said she would look into this and provide a deeper dive on the renewals process improvement project in a future meeting to understand scope and timelines better.

Lisa then presented the planned winter 2019 projects including notices, phase 2 of the renewals process improvements project, unique person ID, and defects.

Nate asked whether the unique person ID project's work was limited to the METS system or whether it involved other systems. Additionally, Janet wondered why the project didn't show up in the lower right hand section of the roadmap since it was reported that it was expected to be a lengthy effort. Lisa said she would follow up on both questions.

Lisa then presented the updated view of the METS 2019 Roadmap. She noted that the updated roadmap does not show the two projects in the fall release that were absorbed into the defects project, as was already discussed. Lisa also provided an update on the reasonable opportunity period phase 3 project. She noted that this project was remanded to the PMT to determine whether the project could be accommodated in 2019. Lisa advised the team is actively working on that request.

Lisa then presented the project status report and noted there are currently no red projects. She noted data access and management, in yellow, experienced a resource gap in project management. That gap has recently been filled. Lisa also advised the GetInsured Implementation project is yellow due to delays and complexity around testing. She noted MNIT is adding resources to coordinate the various issues, handoffs, and tasks in order to keep the project on track. Lisa stated the METS to MMIS interface project for the spring release is yellow due to risk that defects may arise and require retesting that will extend beyond the planned testing dates. To address this risk, the project team and release management is conducting daily reviews of testing progress. Lisa stated notices for summer release is yellow due to several resource challenges. The QA resources for this effort won't be available to the project until March and there is concern about whether that will impact testing timelines. Finally, she advised the renewals process improvements project for fall is yellow due to schedule delays in requirements gathering. Facilitated sessions are scheduled to gather the late requirements.

Jamin Johnson then presented the Minnesota Eligibility Technology System Fiscal Report for the quarter ending December 31, 2018. He noted there are only minor adjustments to the last report. He stated that in the four year view, the report is dropping SFY16 and 17 and introducing SFY20 and 21. He advised that in the last quarter the SFY18 column was estimated actual, but now with 6 months passed since the end of the SFY and less than \$20,000 in open encumbrances remaining, it is now stated as SFY18 actual. Additionally, Jamin stated the FY19 budget remains unchanged. He then presented the preliminary budgets in SFY20 and 21. He noted that for development, in SFY20, there is \$11.114 million. Jamin advised that this is the last federal quarter of the FFY19 APD. For operations, like in previous years, the projected budget remains flat at \$29.992 million.

Deborah asked why there was nothing in development for 2021. Jamin noted that for operations, since the system requires ongoing funding, historically MNIT predicted a flat budget. He advised the development budget is discussed and planned typically in the spring or summer and based on those decisions has been inserted for the fall for future years. The assumption is, until that discussion has happened, no definitive development budget has been established. Chuck added there is no dedicated funding for METS development, so it becomes a year-to-year decision.

Jamin then moved on to the SFY19 quarterly report. For development, Jamin advised that the overall budget for SFY19 is \$45.4 million. He added that the estimated balance is negative \$2.2 million. Jamin advised this is a technical issue due to the timing of the federal grant period and how MNIT is reporting the assignment of expenditures in the accounting system. He noted this would be resolved on the next quarterly report. He advised that if they correct for this issue, the development budget is currently projected as on track to slightly underspent. For operations, on a \$30 million budget, Jamin noted MNIT is projecting an estimated balance of about \$90,000. There is a \$1.4 million pressure in the service contracts line, which is a result of the specific projects that are currently being worked on and of MNIT's utilization of outside vendors. He advised that MNIT is currently projecting some underspending in staff augmentation and hardware/software/licensing, which may be an option if the service contract demand remains as currently forecasted.

Janet asked if the explanation for the development budget could be added to the first page narrative. Jamin said he could do that going forward.

MOTION: Janet moved to approve to approve the quarterly fiscal report. Marie seconded. All voting members present voted in favor and the motion was approved.

Chuck reported an update from the Budget Workgroup that in upcoming fiscal reports, there will be a change on the expenditure side of the budget tied to a technical issue. Chuck noted future fiscal reports would also reflect a change to the budget that took effect January 1, 2019 regarding allocation across budgets. It will be in place going forward and has an impact with the expiration of the A87 waiver that will lead to a higher state share. Chuck reported the Budget Workgroup will be reviewing what budgets will look like in light of this change, which will be reflected in the next fiscal report.

New Business

ESC Members

Chuck reported that the governor introduced his budget, which includes service delivery transformation. This would include \$10 million per year, with dollars specifically allocated for improvement of METS.

Additionally, Chuck advised that since it is difficult to find rooms during the legislative session, the METS ESC may wait to meet again until after session unless there is business the ESC needs to deal with before then. He suggested the Meetings Workgroup would take under consideration when the next meeting would need to happen, dependent on work brought to the ESC by the PMT. He noted if it does occur while the legislature is still in session, it will likely occur on a Friday.

Public Comment

No public comment.

Adjourn

MOTION: Janet moved to adjourn. There were no objections and the meeting adjourned at 10:42 a.m.