

## IE&E NORTH STAR VISION

Eligible Vermonters have a simple and easy way to apply for, access, and maintain health care and financial benefits without coverage gaps. The State of Vermont delivers these services efficiently and sustainably, using innovative ways of working and modern technology.

## IE&E PROGRESS SUMMARY

IE&E is on track to deliver its 2019 and 2020 commitments. While the cost of some of the individual projects were higher than initially estimated, overall spending remains within budget. IE&E has made the following progress since September 1<sup>st</sup>, 2019:

- The State successfully implemented a new document imaging and scanning system for Vermont Health Connect on September 13<sup>th</sup> and network performance issues were successfully resolved.
- The Centers for Medicare and Medicaid Services officially approved the new health care paper application.
- The SFY 2019 budget for IE&E closed having underspent available capital funds by approximately \$100,000. The State will continue to closely manage the IE&E program budget to ensure that expenditures do not exceed available funds.
- Outstanding defects in document uploader project have been addressed and the phased rollout of the product will begin on September 17<sup>th</sup>, 2019.

Project	Original Target Delivery Date	Target Delivery Date	Project Performance	Original Estimated Project Spend	Current Projected Project Spend	Critical Issues/Updates
Health Care Paper Application		4/30/2019		\$300,000	\$377,199.71	Phased rollout in process
Enterprise Content Management		9/30/2019		\$855,278	\$2,315,682.41	Launched successfully on 9/13/19
Business Intelligence		2/1/2020		\$2,889,605.00	\$2,692,044.66	State network issues largely resolved. Database build and testing

						in progress
Document Uploader		10/1/2019		\$1,453,254.00	\$2,973,254.00	Phased rollout beginning 9/17
CMS Mitigation Items		Ongoing		Embedded in DVHA operating costs	Embedded in DVHA operating costs	Fillable PDF for change of circumstance delivered
Online Application		6/30/2020		\$4,751,676	TBD	Vendor selection in progress
Premium Processing		10/1/2020		\$4,128, 000	TBD	Vendor selection in progress

## IN FLIGHT PROJECT UPDATES

**Health Care Paper Application (HCAU):** The HCAU project is the design of a new user-friendly paper application that allows for Vermonters to apply for all health coverage programs at once. The final product was delivered in March and the project officially closed in April. The application was piloted with Vermont Legal Aid and several district offices and was officially approved by CMS in September. The State is in a phased implementation with roll out for all health care programs except Long-Term Care (LTC) to be complete in September 2019. LTC will be rolled out in 2020 once some additional business process improvements are made to ensure the unit can stay within its mandated processing timelines.

**Enterprise Content Management (ECM):** The ECM project is consolidating the scanning, indexing, and viewing of Vermonters' documents into one system that is already owned and maintained by the Agency of Digital Services. This will produce a more efficient workflow for staff and reduce the operating costs associated with Vermont Health Connect. The State received its go live approval from CMS security in August and launched successfully on September 13<sup>th</sup>. The State anticipates closing this project in early October.

**Business Intelligence (BI):** BI is the data reporting and analytics project that allows the State to transition from the expensive, standalone Oracle data warehouse leveraged by Vermont Health Connect, to a SQL data warehouse solution already owned and maintained by the Agency of Digital Services. This reporting component is crucial for functions such as the renewing of Vermonters' health coverage, sending of notices, production of required 1095 tax forms and sending required enrollment reports to CMS. The new warehouse was scheduled to go live in July, but persistent state network connectivity issues and challenges in building the

warehouse itself, have triggered contingency planning for maintenance and operations of the existing data warehouse through the 2019 open enrollment period for health care and to contract out for 1095/CMS enrollment reporting. The State is continuing to make progress on building the database and testing is in progress. The new target date for delivery is February 2020.

**Document Uploader:** The document uploader is the first phase of the new customer portal that will allow Vermonters to use mobile devices to submit verification documentation. It will also increase efficiency for staff as features are added, including the ability to scan documents directly into the enterprise content management system and to automatically index that document to a specific case. This project is now in a phased rollout and will include a roll out for the Aged, Blind, and Disabled programs and remaining district offices in September and Vermont Health Connect (VHC) in October of 2019.

**CMS Mitigation Plan Items:** Vermont has worked with CMS to identify several mitigation strategies designed to help the state achieve iterative progress in key areas of noncompliance in the Aged, Blind, and Disabled Medicaid (MABD) population. These include several milestones that the State must meet over the next 24 months. Vermont met its first milestone, with the launch of an online fillable PDF for change of circumstance reporting, on August 10<sup>th</sup>. The State is on track to meet its second milestone with the delivery an interim online application option for the MABD population in September of 2019.

**Online Application:** The online application project is phase 2 of the IE&E customer portal which will allow Vermonters to sign onto a single portal to apply for health coverage and financial program benefits. The goal is to launch the online application for health coverage programs in June of 2020 and for economic services programs in October of 2020. The procurement for this project is active and the product team expects to have a vendor on the ground in September.

**Premium Processing:** The goal of the premium processing project is to streamline the financial transactions and processes associated with the administration of health coverage programs as a part of the overall IE&E roadmap. Phase 1 will transition responsibility for Qualified Health Plan premium processing to insurance carriers for coverage starting 1/1/2021. This will allow the State to implement the manual processes and technology to accurately notice and terminate Medicaid enrollees for nonpayment of premium. The procurement for this project is active and the product team expects to have a vendor on the ground in September.