DEPARTMENT OF HUMAN SERVICES

Minnesota Department of Human Services IT Systems Modernization and MN.IT at the Minnesota Department of Human Services

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Overview of DHS Systems Modernization

Human Services IT Systems

Several large and complex technical systems serve as the backbone for counties, tribes and DHS staff to:

- Determine program eligibility and enrollment

- Ensure program integrity and compliance

- Manage client data, cases and referrals

- Pay for services

Used by over 31,000 county, tribal and state workers as well as over 200,000 health care providers

Provide support for the direct care of over 13,000 clients in treatment annually, many being served within secure 24 hours/7days operations throughout Minnesota

Serving over 2.8 million clients across all programs and systems

$134 million of the DHS's overall operating budget supports the operations of these IT systems

Human Services Systems Transformation and Modernization

Driving Factors:

- Person-centered transformation of human services delivery system

- Outdated and antiquated systems based on differing technologies making it difficult to share information across systems

- Technical challenges of making changes as a result of program/legislative changes

- Limited availability of expertise and loss of key staff

- Availability of enhanced federal funding (up to 90% for development of some systems)

- Compliance with state and federal requirements as well as court mandates

- Providing safe treatment services in secure settings

1. Integrated Service Delivery System (ISDS) -- *strategy*

2. Minnesota Eligibility Technology System (METS)

3. Medicaid Management Information System (MMIS)

4. Direct Care and Treatment (DCT) – *business area*

Integrated Service Delivery System (ISDS)

- Targeted and intentional efforts to engage counties and tribes

- Multi-year effort to support the transformation to person-centered delivery of human services by developing a streamlined eligibility, enrollment and case management system

- Creates a modernized and integrated technology system replacing several DHS systems including MAXIS, PRISM, SSIS and MEC2

- Several years of planning with initial development funded in 2013

- Federal funds support between 50 and 90 % of development costs

Notice Improvements
Plain language better addresses,
"What is the change?"
"What do I need to do?
How does this affect me?

Processing Improvements

Streamlining system procedures has reduced the time it takes to add a household member by 30 minutes.

Fewer Defects
Fixed more than 1,000 defects, improving eligibility and process accuracy

MMIS Interface
Speed has increased and accuracy has been boosted to 96.8 percent.

Automated MA renewals have **increased from 11 to 44 percent**

The Minnesota Eligibility Technology System (METS) Improvements

METS 2018 Release Roadmap

Spring 2018

MMIS Interface (Redesign & Defects)
Notices
Carrier Integration
Reasonable Opportunity Period (ROP) Phase 1
DEED for Renewals
Defects

Summer 2018

Carrier Integration
Annual Cúram Upgrade
EngagePoint Upgrade
Oracle Upgrade

Fall 2018

MMIS Interface (Redesign & Defects)
Notices
Carrier Integration
Defects
PRISM
Reasonable Opportunity Period (ROP) Phase 2

Winter 2018

MMIS Interface (Defects)
Notices
Carrier Integration
FTI Renewals
Defects

Ongoing Operations Projects

1095-A Operations
1095-B Operations
Data Access and Management - Reports
Defect Management
Infrastructure Improvements
Periodic/Annual Work
Annual Renewal Processing / Renewals Operations

Key

Work Incomplete
Work Completed
Work Planned or Underway

Work Planned in 2018 (Deploying 2019 or later)

Discovery
Verify Lawful Presence (VLP) Step 1
Get Insured Implementation
Effective Dates
Renewals Improvement Processing
Unique Person ID

Last updated
2/1/2018

MMIS Modernization

- Enhanced federal funding supports up to 90% of system development costs

- Efforts will improve the state's Medicaid Information Technology Architecture (MITA) maturity

- Federal alignment of development methodologies

- Working with stakeholders to:

  - Interface with ISDS efforts to reduce redundancy

  - Improve and simplify technology making it easier to respond to legislative and federal changes

  - Support business transformation efforts

Direct Care and Treatment Modernization Goals

- Support 24/7 operations and safely deliver services

- Initial and ongoing efforts are focused on system development to replace paper medical records with electronic medical records in compliance with state and federal regulations.

- Multi-year effort to upgrade out of date analog security systems to current digital technology and develop an ongoing replacement and upgrade cycle for these systems.

Modernization Funding

- 2013 Legislative Session: Integrated Service Delivery System (ISDS)

  - $24 million over 4 years (SFY14, 15, 16, 17)

- FY 2016 and 17

  - DHS provided $7.2m for MMIS modernization planning

- 2017 Legislative Session: ISDS and MMIS appropriations

  - $29 million over 4 years (SFY18, 19, 20, 21)

Enhanced federal funding provides up to 90% FFP

- MMIS:
  - cost allocation results in approximately 83% FFP
  - no time limit for enhanced funding

- ISDS
  - Enhanced funding for eligibility and enrollment systems
  - Office of Management and Budget (OMB) Circular A-87 Waiver
    - 90% FFP regardless of benefiting program expires on December 31, 2018

MNSure/METS Estimated Expenditures and Financing
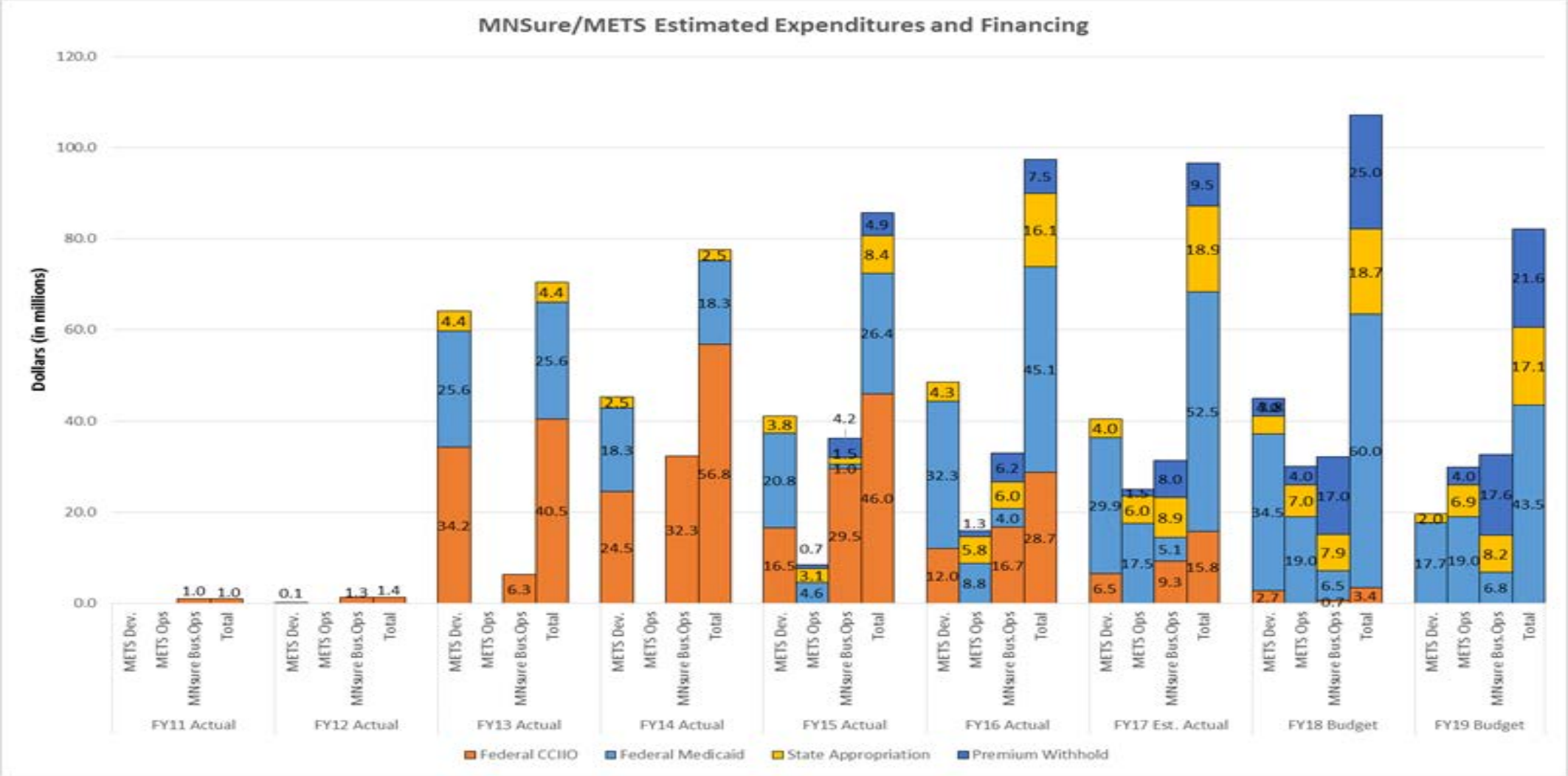
Modernization Strategic Plan

Vision: All Minnesotans have access to the full range of integrated, person-centered human services through comprehensive, sustainable technology.
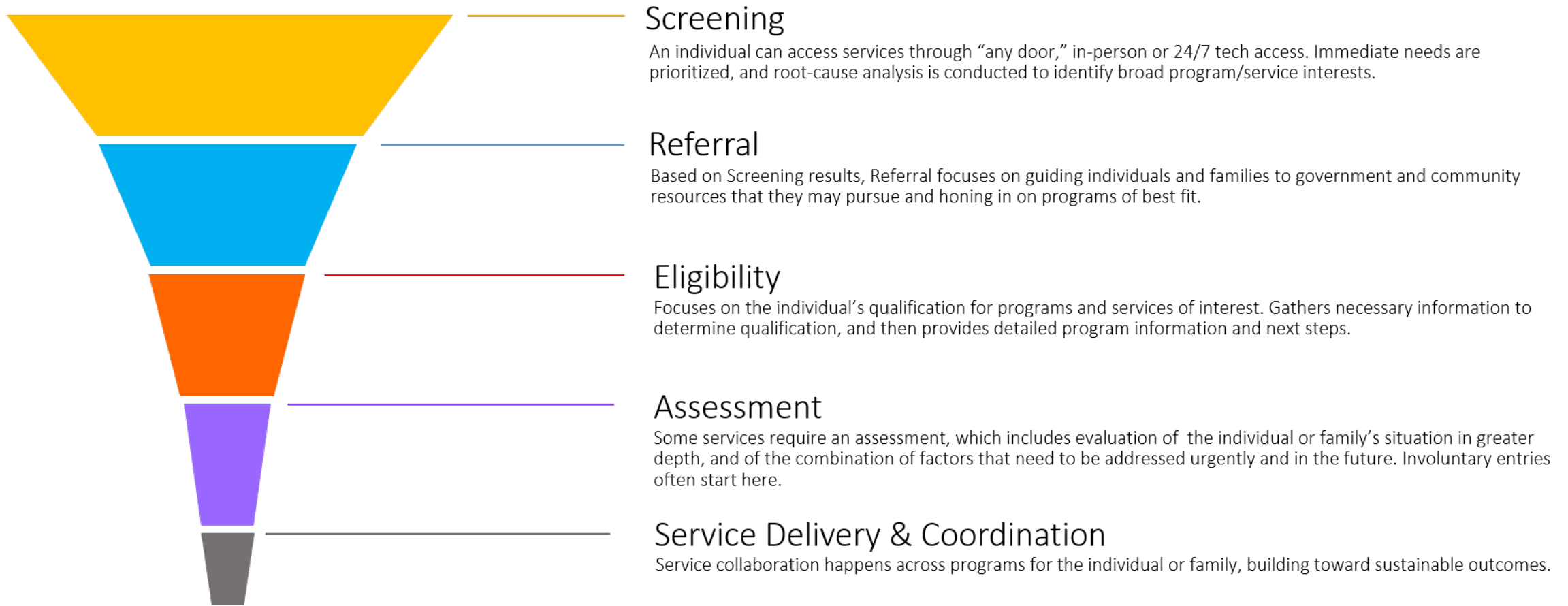
Key Initiatives:

People	Communication	Innovation	Governance

Integrated Services Business Model (ISBM)

- **Integrated Services Business Model** project - working group across DHS, Counties, and White Earth Nation to develop:

  - Shared understanding of the goals, values and need for service integration

  - Agreed upon integrated, person-centered services business model

  - Framework to ultimately guide IT modernization

- **Final deliverable:** Integrated services business model that is consistent enough to inform DHS technical system development, but flexible enough to support the unique needs of counties, tribes, and individuals being served

ISBM Component Flow

Screening

An individual can access services through "any door," in-person or 24/7 tech access. Immediate needs are prioritized, and root-cause analysis is conducted to identify broad program/service interests.

Referral

Based on Screening results, Referral focuses on guiding individuals and families to government and community resources that they may pursue and honing in on programs of best fit.

Eligibility

Focuses on the individual's qualification for programs and services of interest. Gathers necessary information to determine qualification, and then provides detailed program information and next steps.

Assessment

Some services require an assessment, which includes evaluation of the individual or family's situation in greater depth, and of the combination of factors that need to be addressed urgently and in the future. Involuntary entries often start here.

Service Delivery & Coordination

Service collaboration happens across programs for the individual or family, building toward sustainable outcomes.

Outcomes

Progress measurement for individual and services/providers/agencies. Focused on collecting meaningful information, providing access to appropriate partners, and using data to assess whether or not people are better off. Information can be used for continuous quality improvement and predictive analytics.
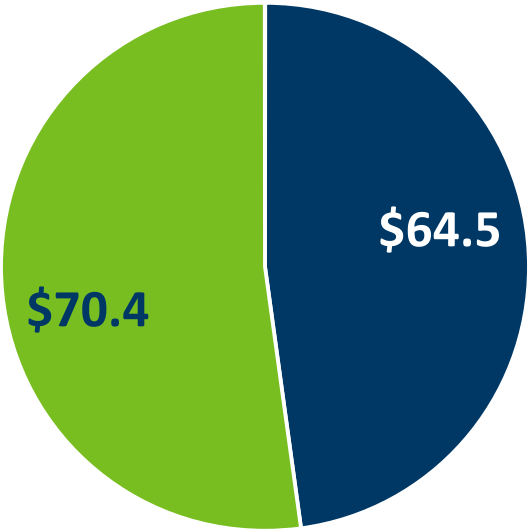
Current and Future Considerations

- Design technology solutions that support business transformation

- Partner with service providers (counties, tribes and community-based organizations)

- Understand the perspective of the people we serve

- Continue to leverage enhanced federal funding

- Balance legacy system needs against long-term, multi-year IT system modernization efforts
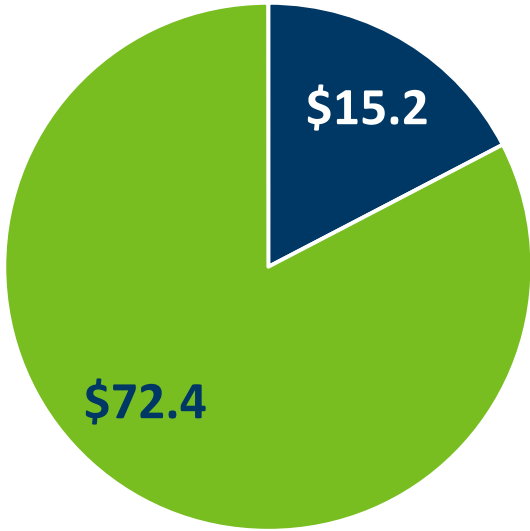
Overview of MNIT@DHS

FY 2017 MNIT@DHS Actuals

Operations
$134.9M

$64.5

$70.4

■ State ■ Federal

Modernization Projects
$87.6M

$15.2

$72.4

■ State ■ Federal

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Scope of DHS IT Work

Overall Efforts

- Over 375 applications

- 183 active projects

- 137 projects in que

Active Projects

- MMIS: 30 projects

- ISDS: 53 projects

- METs: 29 projects

- DCT: 36 projects

- Other: 35 projects

Approach to Work and IT Disciplines

- Portfolio Management

- Project Management

- Architecture

- Business Analysis

- Development

- Operations

- Quality Assurance

- Security

- IT Management, Finance and Communications

Resources

Pie chart:
- 162 — 19% (Staff Augmentation)
- 711 — 81% (Staff FTE)
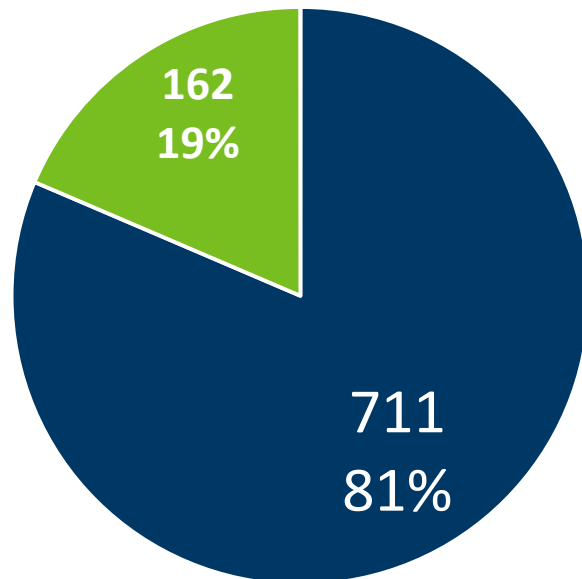
■ Staff (FTE)
■ Staff Augmentation

Service Contracts

- IBM
- PricewaterhouseCoopers
- Netsmart Technologies

Questions