

Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

Details

- April 3, 2018
- 9 a.m. - 11 a.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 - not present
- Nathan Moracco, DHS - present
- Allison O'Toole, MNSure - present via phone

Non-Voting Members

- Jenna Covey, MNIT - present
- Greg Poehling, MNIT - present

Guests

- Lisa Hager Koenig, MNIT
- Jamin Johnson, MNIT
- Marie Harmon, MNSure

Agenda Items

Call to Order & Welcome

Greg Poehling, MNIT

Greg Poehling, co-chair, called the meeting to order at 10:05 a.m.

Administrative Items

ESC Members

MOTION: Nathan Moracco moved to approve the draft [February 6 meeting minutes](#). Deborah Huskins seconded. All voting members present voted in favor and the motion was approved.

METS IT Program Status Update

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

Lisa Koenig of MNIT presented the [ESC Program Update](#).

Lisa noted the spring release is scheduled to deploy April 7-8. Lisa stated MNIT is on track to deliver the items scheduled for release. Lisa also noted that the defect work included in the release involves resolution of two high priority defects that cause problems for consumers and workarounds for caseworkers. The defect fixes address issues with cases that have specific discrepancies not being included on the Periodic Data Match (PDM Close Report and also resolve cases reflecting incorrect status for Delayed Processing Pending.

Nathan asked if Lisa could verify or confirm that renewals after this weekend will be using DEED data. Lisa noted that the first month that the system will use the DEED data is July and the batches will start on April 16.

Next, Lisa reviewed the 2018 summer release, which has three large product upgrades that are crucial for the METS platform and must be done in concert with one another. Lisa noted that because of the extensive analysis and testing that needs to occur, there is limited functionality that MNIT is able to deliver beyond these significant upgrades.

Lisa then moved to the fall release. She noted that the Notices project team will implement functionality in support of a redesigned process, but is also currently analyzing other possible items to deliver in the Fall Release.

Lisa also noted that phase 2 of the Reasonable Opportunity Period (ROP) project is in the fall release, following on ROP Phase 1 in the spring release. She explained that phase 2 of ROP will focus on the pre-eligibility verifications, such as income verifications for MA, that cause eligibility to be denied rather than closed for individuals who fail to provide verifications in the reasonable timeframe. In addition, phase 2 of ROP will focus on any cleanup from the spring release of Phase 1 and begin discovery work on ROP related to changes in circumstances. The ROP logic for changes in circumstance is expected to be a heavy lift, but focusing on the discovery in this timeframe will help MNIT plan for the future phases and releases.

Finally, Lisa noted that defect work in the fall release will focus on the renewal processes.

Lisa clarified for Chuck Johnson that the changes in circumstances discovery that will be going out in the fall timeframe is related to the next phase of the ROP project.

Lisa reported on the winter release. Similar to the fall release, Lisa noted that the Notices, Carrier Integration and Defects project teams will be doing analysis to identify the specific functionality that will be delivered in the winter release, which is scheduled for December 16. The MMIS Interface team will be addressing defects or events that are not addressed in the delivery of the redesign. Lisa said these may be defects identified in the fall release or may be items not addressed by the redesign, such as correction of a specific data element.

Lastly, Lisa stated the Federal Tax Information (FTI) Renewals project is part of a multiphase project aimed at safeguarding FTI from unauthorized access or disclosure. The first phase was delivered as part of the PDM process and this phase will address renewal processing.

Deborah asked for clarification on what other FTI renewal projects need to be done in the future, since it is a multiphase project. Lisa said she would need to collect those specifics and get back to Deborah.

Lisa then proceeded to project updates related to a few specific projects.

She noted that last week, MNIT and DHS commissioners announced a decision to delay PDM until two critical defects can be resolved, for which the METS PMT has already approved change requests. One of those will be delivered in the spring release, with the other planned for the summer release on July 15. The first batches for PDM will not run until after the summer release deploys. This means the first possible PDM month would be September 2018, beginning with the selection batch on July 24. If MNIT discovers issues in testing that delay the summer release, then the first PDM month could move to October 2018, with the batches beginning in late August.

Lisa noted that counties in particular have raised concerns about the rollout of PDM functionality and the impact that PDM will have on their workloads, including expressing a desire for a field test or pilot of PDM. Lisa reported that the METS PMT is considering whether to recommend such a pilot to the Executive Steering Committee (ESC), what format it would take, and to assess what other METS functionality would not be completed if a pilot is pursued.

Lisa then transitioned to updates on GetInsured implementation. She noted that MNIT has two primary focuses related to GetInsured implementation: deploying the decision support tool and transitioning to use GetInsured for plan shopping and enrollment. MNIT is working with MNSure and GetInsured to deploy the decision support tools, which will allow consumers to search and compare health plans. MNIT will be deploying the GetInsured decision support tool on June 1, 2018 for MNSure and carrier review, and it will go live for consumers on July 1. Consumers will be able to access GetInsured's decision support tool through both the MNSure.org public-facing website as well as through a link in Connecture's plan shopping landing page. MNIT will replace the Connecture landing page in 2019.

Lisa mentioned that the project team is working on identifying and documenting requirements to integrate data in order to use GetInsured in 2019 for plan year 2020 private program enrollments. Testing will begin in early 2019 for mid-year deployment. This part of the project includes integration development from the Identity Access Management, IBM, Enterprise Integration Services and Reports teams.

Lisa noted the GetInsured project is on schedule.

Lisa then transitioned to items related to Integrated Services Discovery work. At the December ESC meeting, Deb Tibstra had noted that a decision was made to delay the alignment of the

two Cúram instances (METS and SMRT and in February it was noted that cross functional teams were forming to do further analysis.

The items that the project team has identified as needing further analysis have been grouped into five categories: (1 Evidence Management, (2 Security, Organization and Location Structure; (3 Participant and Case Data Migration; (4 METS Portfolio Projects; and (5 Department Communication.

Greg asked about timelines for the mentioned projects. Lisa noted that Evidence Management has their timeline through the end of June and the Security, Organization and Location Structure project will go into the beginning of 2019. Lisa said she would provide the remaining timelines at a later date.

Lisa provided an update on the program status for all active METS projects.

Lisa noted for the group that despite the previous discussion regarding delaying use of PDM, the project is listed as green. She noted it was because the dashboard shows the status of development and deployment work and not the status of operations. Therefore, the green status is because MNIT is on track to deliver the 18.1 and 18.2 defect fixes related to PDM.

Lisa noted there are currently six projects in yellow status. ROP Phase 1 in the spring release is yellow due to risk. QA testing is expected to occur right up to the deployment date so if a defect is found, the team will not have the necessary time to address it before the deployment. The team has mitigated some of this risk by allowing time and capacity to address defects in the fall release schedule.

ROP Phase 2 in the fall release is yellow due to a schedule concern where MNIT anticipates QA needing a 12-week window to complete all the testing, including regression testing, and the release calendar only supporting 10 weeks at this time. Teams are currently collaborating and investigating options to resolve this issue.

PRISM Interface in the fall release is yellow due to schedule concerns. The requirements due date was moved up to address ROP Phase 2 concerns and the PRISM Interface project is feeling pressure to meet the new timeline. It also faces resource contentions in the area of MMIS and Notices analysis.

1095-B ongoing work is yellow due to a scheduling delay with development and testing. The original target date to provide the required XML files to the IRS was April 2; however, the team requested and obtained a 30-day extension from the IRS.

Infrastructure Improvements, an ongoing effort, is yellow due to a reporting issue under the Compliance & Audits subproject. The team is challenged with dealing with the consolidation of extremely large audit and compliance data tables, as well as ensuring the reporting has satisfactory response time. The team is bringing forward a new design proposal and meeting with business to review.

The EngagePoint/Oracle/Cloudera Upgrade project in the summer release is yellow due to concern that more time is needed in testing environments. The team has implemented a mitigation strategy but given the criticality and size of this project, they are continuing to report yellow status while progress is monitored.

Chuck asked if the fall release could be pushed back. Lisa said they are looking at changing the fall release date to accommodate the ROP 12-week testing window, in addition to other strategies. Lisa noted that no final decisions had been made yet.

Nathan asked why the 1095-B project would be yellow if they got an extension. Lisa noted that the project is yellow because it has missed its publish deadline, which was April 2. Other than that, the team is expected to deliver on time.

Greg asked how the team would proceed if a defect was found in the next 48 hours with the ROP Phase 1 project. Lisa noted that when a defect arises, it is brought back to the project team, which includes business representation, and then the defect is discussed, categorized, and prioritized. She noted the defect is given a title. A “blocker” would prevent the ROP from being in the upcoming release. Lisa stated that MNIT is leaving some time in the Fall Release to address any defects that don’t rise to the blocker status, but may be critical.

Quarterly Financial Report

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

Jamin Johnson of MNIT provided the [ESC fiscal report](#) for the quarter ending December 30, 2017.

Jamin said that as the METS system and supporting infrastructure mature, the operational and development budgets are becoming more accurate and slightly underspent. He noted that there are still areas where shifting between categories may occur to address pressures. Jamin stated that in general, there are no major concerns with the budget.

Jamin reported that the state fiscal year 2018 has no changes. He advised that the fiscal year 2019 budget currently shows just one of three total components because it contains part of the federal fiscal year 2018 approved eligibility and enrollment Advanced Planning Document (APD). Jamin said that DHS is currently planning their federal fiscal year 2019 APD, which will be submitted in late summer for approval by October 1, and it will be included in the budget. Additionally, he noted that the MNsure board had recently approved a preliminary budget, which included development and operations funding for METS. He expected to have this updated in the next report.

Jamin noted that under development service contracts, there was a negative budget of \$736,000. This is because MNIT has been using their service contractors, mainly IBM, more this year than originally budgeted. MNIT plans to rebalance the staff augmentation and service contract lines as they get closer to fiscal year 2019. He advised they will start reviewing and planning the operational budget for fiscal year 2019 shortly.

Jamin noted that the budget of \$45 million for development has about \$2.1 million remaining, or about 5%. Jamin noted there is pressure under service contracts of about \$2.2 million, which relates to his previous comments on the four year budget view. He noted the underspending and personal staff augmentation will offset the service contracts pressure. Jamin advised that the state continues to evaluate the right combination of state staff, staff augmentation, and service contracts to best complete the work.

Jamin also noted that the general administration line shows a \$2.2 million pressure. He reported that DHS had been working with multiple areas of the federal government to revise their occupancy cost plan. He noted this wasn't settled until the fall and included more than \$1 million in 2017-2018 that is attributable to METS development. Jamin stated that as fiscal year 2017 was closed at that point, both were ultimately attributed to the current fiscal year. This newly approved allocation methodology will be used in future budgets.

Jamin reviewed operations. He noted that on a budget of \$30 million, the forecast showed \$979,000 remaining, or about 97% spent and 3% remaining. He noted the program is over in personnel but under in staff augmentation and service contracts.

Jamin advised there is about \$4 million remaining in hardware software because of three things: First, they entered into an enterprise licensing agreement that resulted in some savings. Second, some of the hardware and software costs were transferred into enterprise rates. Third, the timing of some contract renewals. He noted contracts in some cases that were 15 and 18 months are not showing in this report, but they were in the previous year, and in some cases, they will be in the next year.

Jamin advised that there is a pressure of \$2.7 million in MNIT central services. He reminded members that when they set the budget in the fall, they discussed how it was a very rough estimate due to very significant changes. For one, additional services, including laptops and desktops, identity access management, and electronic document management were being centralized. Jamin said they knew this would decrease the direct personnel and non-personnel cost paid by DHS as they were replaced by an enterprise rate-based service model, but MNIT is still determining the financial impact. Jamin noted that they also forecast and budgeted central services across the agencies of DHS and MNSure as whole, but there wasn't a good baseline on which areas within the agency would be impacted. He noted that this is not an increase in the overall MNIT bill to the agencies and not a projected MNIT central bill. He advised that the MNIT central services still shows a zero on the expenditures line as the internal allocations are just being finished on the agencies.

Jamin noted he will continue to update and monitor the state fiscal year 2018 budget as MNIT starts to prepare for fiscal year 2019.

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

New Business

ESC Members

Chuck acknowledged that this was Allison O'Toole's last meeting with the ESC. Members thanked Allison for her time and effort within both her role at MNSure and as a part of the METS Executive Steering Committee. Nate Clark, MNSure's current COO, will take Allison's seat on the committee as MNSure acting CEO.

Allison gave a brief legislative report. She mentioned that Representative Dean had a county-based eligibility systems bill that would eliminate METS entirely and a new system would be created and administered by the counties. She noted this would transfer control of tax credits from MNSure to the Department of Revenue. Allison mentioned the bill did not meet the legislative deadline, but that may not matter. Additionally, Allison noted Representative Davids' bill that would cut MNSure's premium withhold from 3.5% to 2%, or a 25% overall cut to MNSure's budget. She noted this would put many programs and initiatives that impact Minnesotans at risk. Chuck noted that the bill would also prohibit the Department of Human Services from implementing a MinnesotaCare buy-in.

Chuck also noted the work-requirement for Medical Assistance bill that was present in both houses. He noted there are huge policy and operational concerns from the DHS perspective. Jenna Covey noted that MNIT had done a high-level estimate of the impact of the proposed bill and it would be an estimated level of effort of over 40,000 hours during an 18-month timespan of IT work. Deborah and Janet advised that their respective counties had gone on record saying they do not support MA work requirements.

Jenna noted there is a bill introduced by Representative Howe that would make all IT work over \$100,000 in budget go through a vendor contract. She advised that outsourcing would have a significant impact on IT budgets and timelines. Additionally, she noted a bill introduced by Senator Rosen and Representative Nash aims at abolishing MNIT, which would undo all current IT consolidation.

Public Comment

None.

Adjourn

Greg noted that the next METS ESC meeting is May 22, 2018.

MOTION: Greg moved to adjourn. Deborah seconded. All voting members present voted in favor and the meeting adjourned at 9:58 a.m.