

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- February 25, 2022
- 1 p.m. - 3 p.m.
- Room 1100, Minnesota Senate Building, 95 University Ave. W., St. Paul, MN 55155

## Participants

### Voting Members

- Nate Clark, MNSure - present (via Microsoft Teams)
- Janet Goligowski, Stearns County - present (via Microsoft Teams)
- Kari Ouimette, Scott County - present (via Microsoft Teams)
- Chuck Johnson, DHS - present (via Microsoft Teams)
- Kari Koob, MNSure - present (via Microsoft Teams)
- Cynthia MacDonald - present (via Microsoft Teams)

### Non-Voting Members

- Jon Eichten, MNIT - present (via Microsoft Teams)
- Greg Poehling, MNIT - present

### Guests

- Colleen O'Brien, MNIT - present (via Microsoft Teams)
- Jackie Hippen, MNIT - present (via Microsoft Teams)

## Agenda Items

### Call to Order & Welcome

*Greg Poehling, MNIT*

Greg Poehling, co-chair, called the meeting to order at 10:05 a.m. Members introduced themselves. Greg reviewed the meeting agenda.

### Administrative Items

*ESC Members*

### Minute Approvals

The committee needed to approve the January 25, 2022, minutes as that is the last time the METS ESC met.

**MOTION:** Janet Goligowski moved to approve the draft January 25, 2022 meeting minutes. Kari Ouimette seconded. All voting members present voted in favor and the motion was approved.

Jon Eichten clarified that according to the meeting rules, MNIT members of METS ESC do not vote.

### Fiscal Report Approvals

On a budget of \$38.7M for development, we expect to spend \$32.2M of the development budget in SFY22, leaving an underspend of \$6.5M.

- This further breaks down to a \$6.3M underspend in the APD development budget and \$200K underspend in the MNSure-related development funded by the American Rescue Plan Act (ARPA).
- For the APD, we are underspending in all cost categories. This appears to be the result of over budgeting - meaning the projects are on track, but are requiring less resources than anticipated. Most of the unspent budget in HW/SW will be shifted forward to SFY23 to satisfy obligations in the last quarter of the FFY22, or first quarter of SFY23. We also show underspending in MNIT-Central services and General administration; both of those cost categories contain budget based on the number of people expected to work or track time to development projects. Underspend in resources results in underspending in these categories, as well.
- For the MNSure/ARPA development work, about \$100K of the underspend will shift forward into SFY23 as the current project work wraps up in the first quarter of next year.

On a budget of \$37.6M for operations, we expect to spend \$35.6M of the operations budget, or 95%.

- One of the system enhancement projects being completed in Operations will continue into SFY23. All of that project's budget was added to SFY22 earlier this year, so approx. \$650K will be shifted into SFY23 to fund the work needed to complete the effort.
- Our goal is to be within 5% of budget within each cost category, and we expect to end the year very close to that mark in operations.

### Questions

- Kari Koob: With the thought of the public health emergency (PHE) ending, does MNIT anticipate that work will increase as a result of the PHE ending and has this been included in the current budget? Is this included in the budget going forward?
  - Jackie Hippen- We have not added money to the budget in anticipation of that work. Both DHS and MNIT will have increased work responsibilities once the PHE

ends which could affect the roadmap. We have groups looking into this potential impact.

**MOTION:** Kari Koob moved to approve the [FY22 Q2 Fiscal Report](#). Janet Goligowski seconded. All voting members present voted in favor and the motion was approved.

## **METS IT Program Status Update**

*Colleen O'Brien, METS Program Manager, MNIT Services @ DHS/MNsure*

Colleen O'Brien of MNIT presented the [METS ESC Update slide deck](#). Slides of note are described below:

### **Pending Sale of Watson Health Assets**

- IBM's pending sale of Watson Health assets, which was announced in January 2022 is expected to be complete by the end of June 2022.
- Francisco Partners is the name of the company acquiring the Watson Health assets.
- The overall impact to METS of this transaction is not clear and may not be known for some time. As a result, DHS, MNsure and MNIT leadership are monitoring the situation closely.

### **METS FFY 2022 Roadmap**

Two changes are related to one another, and need the METS ESC members' approval:

- First, the METS SGG is proposing to add a new project called Renewals Self-Service to the roadmap.
- Second, the METS SGG is proposing to move the METS Eligibility Determination: Pregnant Women and Auto Newborns project from "In Progress" to "On Hold" status. This change is necessary to free up resources and funding needed to move the Renewals Self-Service project forward.

### **Preparing of the End of Public Health Emergency**

- The federal public health emergency started on January 27, 2020, and has been renewed every 90 days since. It is currently set to expire after April 15, 2022. The current expectation is that it will be extended beyond April 15, but we don't know for how long.
- When the public health emergency does eventually end, workers at DHS, counties and Tribal Nations will be responsible for ensuring that all 1.4 million public program enrollees have their eligibility redetermined. This work will be done over a 12-month period and is expected to require a monumental amount of effort.
- A major concern is that enrollees who are no longer eligible for public program coverage could experience a gap in coverage due to processing delays. The goal is to make sure they can transition to a qualified health plan through MNsure without gaps in coverage.

## Renewals Self-Service Project

- This proposed effort will make it possible for public program enrollees to complete their redetermination process online if they wish. In particular, it will allow them to review, update and submit their renewal form, and it will allow them to electronically upload copies of their verification documents, such as proof of income or proof of citizenship.
- The benefit to DHS and county workers is that renewal forms submitted in this manner eliminate the need to enter data manually from a paper form, and uploaded verification documents will automatically be linked to the appropriate cases.
- There is a roadmap trade-off for moving this project forward. Due to resource and funding constraints, the METS Eligibility Determination: Pregnant Women and Auto Newborns project would need to go on hold.

## Questions about Proposal to Add Renewals Self-Service to the Roadmap

- Kari Ouimette- Anything we can do to ease the renewals process for counties will be incredibly helpful. The Pregnant Women and Auto-Newborn project is an important project and it is disappointing that this project needs to go on hold. With the underspend in development projects, can you explain the funding constraint?
  - Since there's an underspend in the current dev budget, and the underspend will be repurposed to assist in paying for the state share of the renewals self-service project. In addition, the money planned to be used for Pregnant Women and Auto-Newborn project will also need to be repurposed for Renewals Self-Service.
- Janet Goligowski- Pleased that we are looking at this renewals self-service for the benefit to county workers. Once this is completed, does this line up with Code for America? We know for other programs, folks can use their phones and it's been fairly effective. Are there plans to at some point match this up? And would it be this year or next?
  - Discussions have happened. If further information needed, will need to bring this up at a future month.

**MOTION:** Kari Ouimette moved to approve the changes to the METS Roadmap FFY22. Janet Goligowski seconded. All voting members present voted in favor and the motion was approved.

## Deliverables Schedule

Highlight of changes to the new development projects slide:

- The Extending MA Postpartum Period for Pregnant Women project has two changes:
  - The current phase moved from Planning to Execution
  - The project is now shown as "Firm" for the 2022 End of Spring METS release, as it has met the entrance requirements for that release.
- The IAM MNsure MFA & Dev Enhancements project is now targeting to deliver in two additional release timeframes: End of spring and summer.
- MinnesotaCare Eliminate the Family Glitch moved from not started to the initiation phase.

Highlight of changes to the ongoing/annual work slide:

- Data Access & Management Reports-FFY2022 shifted from initiation to Planning stage.
- Curam Upgrade 2022 was added to the deliverable schedule. This project is an approved part of the roadmap and is now scheduled to start on February 28.

**Spring 2022 Release Timeframe**

- Tribes as Processing Entities project, which will deploy in the METS release on March 13. The deployment will enable White Earth Nation and Red Lake Nation to be the first two Tribal Nations to serve as processing entities in the METS environment. Tribal Nations requested this capability, and see it as a way to better serve their members that will result in improved accessibility, timeliness and accuracy of processing for American Indians residing in Minnesota.
  - The project is participating in the Governor's Go-Live Executive Briefing process.
  - Red Lake and White Earth will be able to process enrollees within their Tribal Nations, however the tribes' actual use of the functionality will be delayed to ensure adequate staffing to serve their members.
  - Until the tribes are ready to take this new role on, DHS staff will monitor the tribes work queue and ensure relevant cases are assigned to an appropriate county instead.
  - The project is in yellow due to a remaining deliverable that does not impact the March release or the ability of Red Lake Nation and White Earth Nation to take on their processing role when ready.
- Chuck Johnson- Glad to see that we are finally getting Tribes as Processing Entities project out the door and positioning White Earth nation and Red Lake nation to be able to take on the support for their members.

**End of Spring 2022 Release Timeframe**

- Highlight of changes since last month:
  - The IAM MNSure MFA and Dev Enhancements project is newly targeting to deliver in this release timeframe.

**Summer 2022 Release Timeframe**

- This release will include the final deploys for two projects that have deployed in multiple releases over multiple years: Unique Person ID and Effective Dates.
- MNSure PARN Updates project will update MNSure's private annual renewal notice (or PARN) to more accurately reflect IRS tax law, advanced premium tax credit attestation language, MNSure contact information, and more.
- Highlight of changes since last month:
  - Again, the IAM MNSure MFA and Dev Enhancements project is newly targeting to deliver in this release timeframe.

## Stoplight Report

- Of the 15 currently active projects, three are in red, three are in yellow, and nine are green.
  - Red Projects:
    - Data Access & Mgmt. Reports- Red due to risk and schedule issues.
    - Data Mart 1.5- Red due to risk and schedule issues.
    - METS Eligibility Determination- Pregnant Women & Auto-Newborn- Red due to scope and schedule delays, as well as the risk of being placed on hold to make way for the Renewals Self-Service project. Based on today's earlier decision, this project will go on-hold in the next few weeks.
  - Yellow Projects:
    - Tribes as Processing Entities is YELLOW for schedule.
    - Infrastructure Improvements - IAM MNSure MFA & Dev Enhancements is Yellow due to delays in finalizing an updated project management plan and scope statement to include Counties in the work effort.
    - Eligibility and Enrollment Certification is yellow due to certification delays in a non-METS project called MnCHOICES.

## Legislative Update

### Presenter: Chuck, Cynthia (DHS)

- Chuck Johnson- Put forward a proposal based on Gardner consulting to develop a roadmap to move us towards our version of integrated services. This proposal came through in the governor's budget at a \$77.5 million request. Will allow to move forward with Gardner roadmap which focuses on eligibility and enrollment. Proposal allows for continued efforts in moving to project to product transformation approach. Greg Poehling leading this charge with his team. It is move to a more agile approach. Will allow for cloud computing aspects as well to move toward new way of doing business. Provides money for sustainability of systems including METS and filling holes particularly in operational funding. It is a large request, ambitious, but looking at how to improve processes especially for our consumers, and aid counties and Tribes at better supporting our consumers.
- Cynthia MacDonald- Discuss the "buy-in." This fits within the improving health care access and affordability. First prong is reducing barriers to already existing coverage options. Includes enhancing DHS interactive voice response, enhancing enrollee consume portal, validation software, which is all operational improvement pieces. Second prong is expanding affordable healthcare options. Establishes a Minnesota healthcare buy-in to address the affordability of health care. For those making above 200% of poverty (household of four making \$50,000) allows them to buy-in based on a sliding fee scale depending on income. Third prong invests in infrastructure and existing enrollment processes. Current online options provides selection similar to private options. Online Plan selection, plan comparison tools, accessibility and language information, self-service, and improvements that really help those supporting members sign-up. Works hand in hand with MNSure to ensure a "no-wrong-

door” approach. All in all should provide better service experience and better coverage.

**Presenter: Nate Clark (MNsure)**

- Nate Clark - Summary of one item in the Governor’s recommended budget. Modernization proposal which improves the experience for Minnesotan’s who use the MNsure technology to apply/shop for/and maintain coverage with QHP. Also improves the case worker technology to manage enrollee information. Drivers are a focus on removing barriers to access, reducing the uninsured rate, and keeping more Minnesotan’s enrolled in coverage. Want to ensure stronger and more flexible policy flexibility so implementing a system that can rapidly implement changes to support policy changes. For the upgrade itself, plan to keep supporting the no-wrong door approach. Will introduce consumer self-service so enrollees can access account information without having to call MNsure support center. Continue to support information in multiple languages including notices. And improving technologies for workers who support Minnesotans applying for coverage.

**Questions on Legislative Update**

- Janet Goligowski- Are we anticipating the 20% increased enrollment to maintain or grow in the next few years? Meaning we would continue to cover more and more Minnesotans?
  - Chuck Johnson- Once we restart running eligibility renewals, we do believe there are some people who will no longer be eligible. Our goal is to ensure to keep people covered who are still eligible. Our hope is that if we pass everything we talk about, it will be easier for those to get on and stay on health care in Minnesota. Don’t know the net effect five years out, but hope it will maintain or increase the number of Minnesotans with health care coverage.
- Janet Goligowski- With the MinnesotaCare “buy-in,” will that access and the people able to access that, are those individuals included in current numbers or future projections?
  - Cynthia MacDonald- We currently use 1.43 million as our number of enrollees. I can’t answer whether current or future projects include MinnesotaCare buy-in individuals, but can come back with information about that number. As we plan for the monsoon of 1.43 million needed renewals, we will be sure to report back and check in along the way.
    - Not looking for a specific answer, but looking to monitor the milestones and goal posts as we watch the additional funding and lot of different efforts to reduce barriers to access.

**New Business**

No new business.

## **Public Comment**

No public comment.

## **Adjourn**

Greg adjourned the meeting at 2:05 p.m.

Next meeting will be the week of April 11 during the legislative session break.