# Laying the IT Foundation for 2014: Developing Infrastructure for Improved Eligibility and Enrollment Systems

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Charting the Road to Coverage



## Objectives

- Take stock of the latest federal guidance
- Highlight your evolving issues and challenges to advance effective IT strategies
- Identify potential high value technical assistance resources, activities, timeline



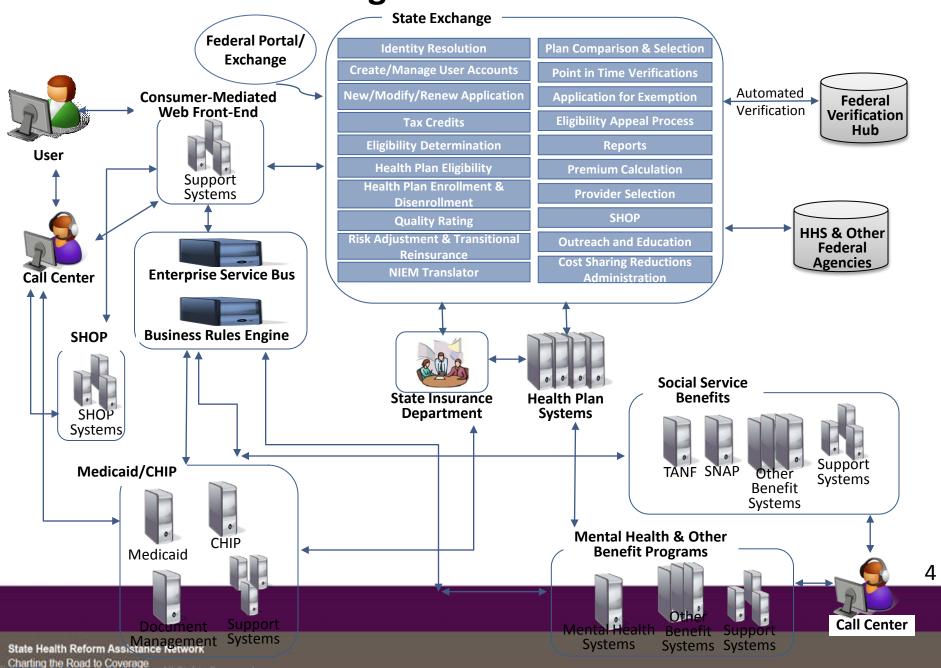
#### Streamlined E&E Experience

- Single Point of Entry for all benefit options with consumer-mediated interface
- Seamless coordination between state programs, and between state and federal agencies – shared template for business processes
- Real-time verifications

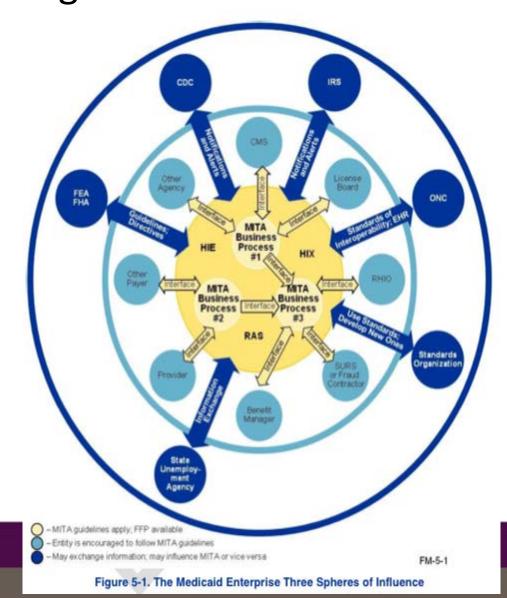
#### New IT Infrastructure

- Service Oriented Architecture
- Single isolated business rules engine for benefit eligibility determinations for Exchange participation, premium tax credits, and cost-sharing reductions
- Web services
- Compliance with standards: e.g. NIEM, HIPAA, HITECH, FIPS, NIST, Accessibility, LEP, etc.

#### **ACA Business Diagram**



# MITA and MMIS: Powerful Influence on IT Design and Financing



### HHS State Exchange Q&As

- "Establishing" the HIX and grant funding
  - Extension on use of funds Level I funding extended beyond Dec 2012 (even if State HIX not certifiable as of 1/1/2013)
  - OK to use \$\$ for building and testing interfaces with federal HIX (i.e. under Partnership scenario)
- Operational costs
  - States contribute to establishing, testing, and maintaining interfaces between State Medicaid/CHIP and Federal HIX via cost allocation rules
  - Don't anticipate charges for full State HIX to use federal hub
- Federally-facilitated versus State HIX operations
  - Options being revised (federal vs state E&E determinations, payments)

**IT Governance** ie who will lead, participate, and how policy and IT decisions will be made to ensure design and completion of IT system transformation across agencies.

**System Blueprint** i.e. "enterprise architecture" describing the business, information, and then the IT services and supports (what, where they reside, who manages)

**Implementation Plan** i.e. arrangements for internal and external resources to support new business capacities, roles, functions and relationships (vendors, agencies)

#### Advancing Systematically: State Issues

- Effective operational IT governance structures, processes aligned with policy decision-making and oversight
- Defined management information, data needs, data strategy (e.g. data definitions, data reporting)
- Feasible, cost-effective approaches to enterprise architecture for long range value, sustainability
- Implications of the state's HIX strategy, especially Partnership model
- Financing and cost allocation
- Evaluating the vendor landscape
- Procurement strategies (leveraging MMIS, modifying RFPs and/or contracts for HIX requirements)
- Internal competencies and capacities to manage distributed IT resources, vendor contracts
- Health plan IT capacity, interoperability strategies

#### **Next Steps**

- Prioritizing technical assistance needs
- Structuring TA to be timely and responsive
- Options:
  - Individualized state consulting i.e. budget, plan review
  - Joint, on-site consulting on key issues
  - Tools, templates

#### Addendum

 The following slides provide additional background information about particular issues and dimensions of IT strategy.

#### Organizational Issues

- Leadership high level empowerment, taking into account existing agency structures, turf, resources
- State vision implications for stakeholders
- Formal IT governance structure(s), processes, expectations
- Alignment with policy decision making body(s)
- Resources and tactical supports
- Productive engagement of appropriate business owners, program/agency personnel
- Stakeholder buy in

### **Enterprise Architecture**

- Sufficient internal/independent gap analysis and planning before procurement
- Scenarios to understand the impact of Exchange decisions on E&E system business and IT blueprint (state, Partnership, Federal)
- Anticipating changes to how Medicaid, CHIP, Human Services E&E business processes need to occur
- Short versus long range design issues supporting both automated E&E and other data needs i.e. risk adjustment, quality, links to providers, network information, health plans
- Feasible options: enterprise services bus, identity management, leveraging HIE and other state IT infrastructure as part of E&E planning
- Optimizing MMIS for long range financing
- Timing and planning for shared services i.e. other states, federal hub, UX2014
- Implications of HIX Partnership model

### IT Plan: Implementation

- Understanding the vendor landscape
- Options for procurement vehicles i.e. modifying existing contracts versus new procurement
- Structuring expectations, terms i.e. RFPs, contracts
- Strategic cost allocation and implications for state financing strategies, agency/entity operational budgets
- Optimizing timely federal funding i.e. establishment grants, IAPD
- Internal competencies and capacity to manage distributed IT system resources, new and multiple vendor contracts