

Inside eHHR

January 2013

Yes Virginia, We Have a Contract!

Happy New Year! For the last four years, the Department has been working toward an enterprise approach to information systems to become more efficient, more effective, and to better serve our primary customers – Local Department of Social Services workers and the customers they serve. On October 30, 2008, Dottie Wells, Robert Hobbelman and I met with our federal partners to initiate actions to move us in an “enterprise direction.”

Illustrating that it is often better to be lucky than good, since late 2008, we have had the American Reinvestment and Recovery Act (ARRA), the Patient Protection and Affordable Care Act (PPACA), the CMS final rule that includes eligibility systems as part of the Medicaid Management Information System (MMIS) as well as a temporary cost allocation waiver. These federal actions provided the Department with funding opportunities to modernize the information systems that support Virginia’s public assistance programs – Child Care, TANF, SNAP, Medicaid/CHIP, and Energy Assistance.

The Department leveraged ARRA funds to automate our Child Care system. When we saw all that was contained in the Child Care system, Skip Steinhauser and others were quick to realize that there was significant additional potential. Department leadership seized the opportunity to develop the Customer Portal with Deborah Vaughn and Kevin Platea leading the charge.

The federal actions provided the opportunity to modernize systems for Medicaid/CHIP at the enhanced federal match rates. We are leveraging earlier investments in the Child Care system and the Customer Portal with this opportunity to replace ADAPT—no more green screens!!! And, much more! The enterprise approach taken with the Customer Portal became a critical component for the eHHR Program strategy under Secretary Hazel.

On December 18th, 2012 VDSS leadership signed a \$67M contract with Deloitte to complete this effort over the next three plus years. It'll be a challenge AND we will need your help! We have assembled a GREAT team to lead this effort to ensure success! But, local participation will be instrumental to the success of the project!!!

I hope you all had a great holiday season and the opportunity to spend time with those that mean the most to you!

J.R. Simpson
Chief Financial Officer, Department of Social Services



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Chief Financial Officer
Dept. of Social Services

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Questions?

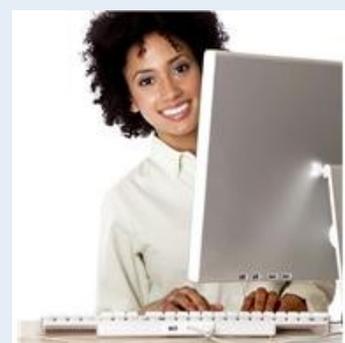
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Questions??

To ensure that we are meeting your communications needs, we invite you to send questions about the eHHR Program and its projects to the [eHHR Program Office](#).



Eligibility Modernization Update

The Virginia Department of Social Services Enterprise Delivery System Program (EDSP) Office was established by VDSS leadership as the dedicated organizational entity that will focus on the VDSS enterprise IT projects that support eligibility modernization. Eligibility modernization is the key to achieving the vision of providing access to the right services to the right people at the right time and for the right cost. EDSP is a multi-faceted component of the Secretary of Health and Human

Resources’ eHHR Program that includes other enterprise projects.

EDSP supports VDSS established goals and objectives for a customer self-service business model, while leveraging modern technical solutions currently supported by the Commonwealth and VDSS. Along with the Commonwealth outcomes, the establishment of EDSP will achieve the following VDSS modernization opportunities:

- ◆ Provide a consistent customer experience with a high level of service, support, and ease of use;
- ◆ Provide automated enrollment for specific Medicaid/CHIP categories via the customer portal;
- ◆ Improve information sharing to the extent allowed in Program Guidance from our Federal partners; and
- ◆ Improve worker efficiency and effectiveness through streamlined and automated processes.

PPACA mandates rule changes to Medicaid/CHIP enrollment by 2014 and the U.S. Supreme Court has ruled that Medicaid expansion is optional for each state. Even without Medicaid expansion, Virginia’s application intake and enrollment in Medicaid, CHIP, and other state assistance programs continues to grow and will soon outstrip the ability of the state to administer services using the current business processes and IT capability. Virginia does not currently have the business processes or technology capacity to manage the continued growth in membership. The EDSP Eligibility Modernization projects seek to address these challenges by improving the efficiency and effectiveness of systems to support staff operations and enhance the CommonHelp Customer Portal to perform Medicaid/CHIP eligibility determination, Medicaid/CHIP enrollment, and Medicaid/CHIP disenrollment where necessary. The EDSP Eligibility Modernization projects also include expansion of the current Virginia Case Management System (VaCMS) to include all of the Public Assistance programs and to implement a statewide document imaging solution. To accomplish all of this, Virginia has closely aligned with the federal initiative called Medicaid Information Technology Architecture (MITA) that is intended to foster integrated business and information technology transformation across the national Medicaid/CHIP enterprise to improve the administration of the Medicaid/CHIP programs.

An Implementation Advance Planning Document Update (IAPDU) was submitted to Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Service (FNS). Conditional approval for the project was received on 5/23/2012 and 6/29/2012 respectively from both CMS and FNS. Full federal approval was received December 18, 2012. A contract with Deloitte Consulting, LLP has been awarded, and detailed planning has begun.

There are three specific EDSP Eligibility Modernization projects:

- ◆ Modified Adjusted Gross Income (MAGI)
- ◆ Conversion
- ◆ Program Migration

The following information is a high level description and timeline for each project:

EDSP Eligibility Modernization – MAGI (12/2012 – 10/2013)

- ◆ Implement a single Medicaid/CHIP case management system for MAGI Medicaid and CHIP/FAMIS categories by modifying VaCMS for new applications;
- ◆ Automate Medicaid/CHIP MAGI eligibility rules with an external rules engine to include automatic Medicaid/CHIP enrollment into the MMIS through a new VaCMS real-time systems interface;
- ◆ Provide a Master Customer ID for customers by leveraging/interfacing with the DMV Commonwealth Authentication Service (CAS) project and the VITA/MITA Enterprise Data Management (EDM) project, both of which are eHHR Program projects;
- ◆ Enhance the Customer Portal to include access to state and federal verification systems in real-time and other enhancements deemed necessary;
- ◆ Enhance the CommonHelp Customer Portal to use the external rules engine;
- ◆ Provide interfaces for the Federally Facilitated Exchange (FFE);
- ◆ Provide the ability to accept applications for Medicaid/CHIP telephonically from customers; and
- ◆ Create the framework for Document Management and Imaging Solution (DMIS) and the ability to upload documents to VaCMS.

EDSP Eligibility Modernization – Conversion (3/2013 – 3/2014)

- ◆ Perform data conversion from ADAPT and DMAS CHAMPS legacy systems for the Families & Children’s Medicaid and FAMIS categories into VaCMS;
- ◆ Discontinue the Medicaid/CHIP program in the ADAPT legacy system; and
- ◆ Sunset the CHAMPS legacy system.

EDSP Eligibility Modernization – Program Migration (2/2013 – 12/2015)

- ◆ Implement a single case management system for SNAP, DSNAP, TANF, LIHEAP, and the remaining Medicaid categories by modifying VaCMS;
- ◆ Automate program rules into a real-time external eligibility rules engine through VaCMS;
- ◆ Provide a statewide Document Management Imaging Solution;
- ◆ Sunset the ADAPT legacy system; and
- ◆ Sunset the Energy legacy systems.

eHHR Upcoming Developments

The EDSP Eligibility Modernization vendor will be engaging VDSS, LDSS, and DMAS business Subject Matter Experts in requirements meetings in the month of January to define the capabilities the new software applications will provide.



New eHHR Resources

Want to know more about the eHHR Program or view past newsletters? Visit:

<http://www.dss.virginia.gov/initiatives/ehhr.cgi>

You can also download an acronym list as a helpful guide.

Questions or comments?

Email: eHHRProgram@dmass.virginia.gov