



March 2013

## Leadership Corner

### *What eHHR Means To Virginia's Social Services System*

It's hard to believe that three years have passed since Governor Bob McDonnell announced the establishment of a statewide technology health reform initiative in 2010 that would play a critical role in how the Virginia Department of Social Services (VDSS) and other state agencies would transform their service delivery systems.

From the beginning, VDSS has been determined to successfully lead the state in developing a secure Internet-based customer portal. In October 2012, in partnership with Virginia's Secretary of Health and Human Resources, Dr. William Hazel, VDSS officially launched CommonHelp, which allows Virginians to screen and apply for benefits online, any time, from the privacy and convenience of their homes or anywhere the Internet is available to them. Not only was this a milestone for VDSS, but also for Virginia's Electronic Health and Human Resources (eHHR) modernization initiative.

I'm often asked what eHHR means to VDSS and the state's social services system. Simply put, eHHR provides guidance and helps state agencies, like the Virginia Department of Social Services (VDSS) or the Department of Medical Assistance Services (DMAS) comply with new federal requirements. By linking customer-friendly, Internet-based technology with new services such as Medicaid Services' modified adjusted gross income (MAGI) calculator, which will be used to determine eligibility for Medicaid and the Children's Health Insurance Program (CHIP) programs starting October, eHHR is helping us become:



- More *cost effective* by reducing the amount of paper and streamlining administrative processes associated with screening and applying for many of our benefit programs.
- More *adaptable, strategic and secure* – by transforming how we do business – we in turn free up resources and time to focus on other areas of need both at the state and local levels.

As we modernize the delivery of services to our clients, we may face some of the same challenges we've faced before – however – eHHR has empowered state and local employees with new tools and technologies that will allow us to meet those challenges in innovative ways we've never had before.

In the upcoming months, please be on the lookout for more information about the eHHR program and its impact on how we do business. We will share information about major milestones, readiness training, business process changes as well as resources that will help us achieve successful implementation. Thank you for your support and as always, we encourage your feedback and questions.

**Margaret R. Schultze**

Acting Commissioner

Virginia Department of Social Services

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## Eligibility Modernization Update

**1) The Enterprise Delivery System Program's (EDSP) Eligibility Modernization Team** has successfully completed a detailed design of the information technology solution supporting the Modified Adjusted Gross Income (MAGI), which will be used to determine Medicaid income eligibility. Moving forward, the team will begin the implementation and control phase with development



and testing of information technology application features required by the state. MAGI is one of three projects the vendor will begin work on, focusing on the minimum changes required to meet the mandated 10/1/2013 date to determine eligibility as defined under the Patient Protection and Affordable Care Act (PPACA).

**2) eHHR's Organizational Change Management Team and the Virginia Department of Social Services Organizational Development Team** have announced the formation of the **Virginia Social Services Systems' (VSSS) Eligibility Modernization Organizational Change Management Workgroup.**

The work group will:

required by the new technologies and PPACA business processes

- Develop and implement communications strategies, ensuring employees at all levels are aware of the changes and impact
- Minimize employee and/or organizational performance dips (depth and duration) that often result from changes and accelerate achievements of high, sustained performance in the new environment by focusing on communications, process redesign, training and human resources

**3) EDSP's third project (Conversion) will begin soon** with converting legacy Medicaid/CHIP cases.

- The first conversion will take place in March 2014 for ongoing Medicaid/CHIP cases due for renewal in April 2014.
- Rolling conversions will continue every month until all existing Medicaid/CHIP cases are in the VaCMS and assessed against MAGI rules.

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## New eHHR Website

We're pleased to announce that the eHHR website is now live.

Please visit us at: <http://ehhr.virginia.gov>



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## Questions or comments?

Email: [public.affairs@dss.virginia.gov](mailto:public.affairs@dss.virginia.gov)



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**.