



# *OSHHR*

## HHR Status Update for the Senate Finance Committee

May 2013





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## Major HHR Efforts

- Evolve Analytics Discipline across agencies
  - Create visibility and transparency into Operations
  - Tools to effectively run the business
  - Fight Fraud and Abuse
- eHHR Modernization of Eligibility Services



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## Transparency

- OCS can identify the unique children served by localities requesting those funds.
- OCS can review individual charges that constitute the aggregate reimbursement requests.



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## Accountability

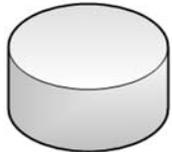
- Data are being integrated across programs to identify the total funding per child over time.
- Database under development now includes historical child-level data from:
  - ✓ OCS CANS score data on child need
  - ✓ CSA claim level payment data
  - ✓ Title IV-E funding at the claim level
  - ✓ VDSS case data on foster care status
  - ✓ VDSS VEMAT data on child need
  - ✓ Medicaid claim data for child services procedure codes



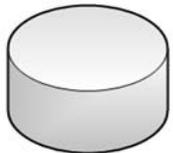
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## Integration of All Child-Centered Data

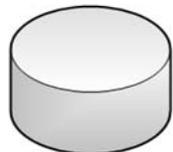
### Child Needs



CANS Survey

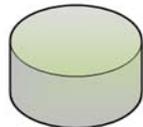


VEMAT Survey

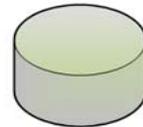


Case History

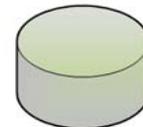
### Funding



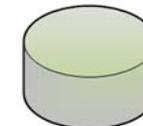
CSA



VEMAT

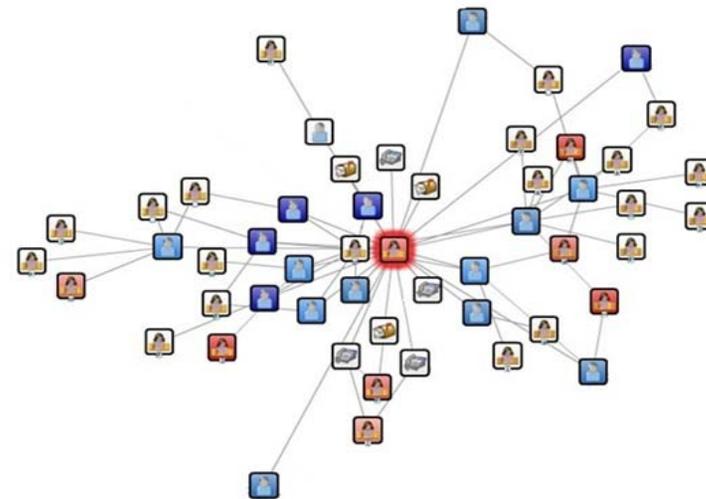


Title IV-E



Medicaid

### Social Network Analysis

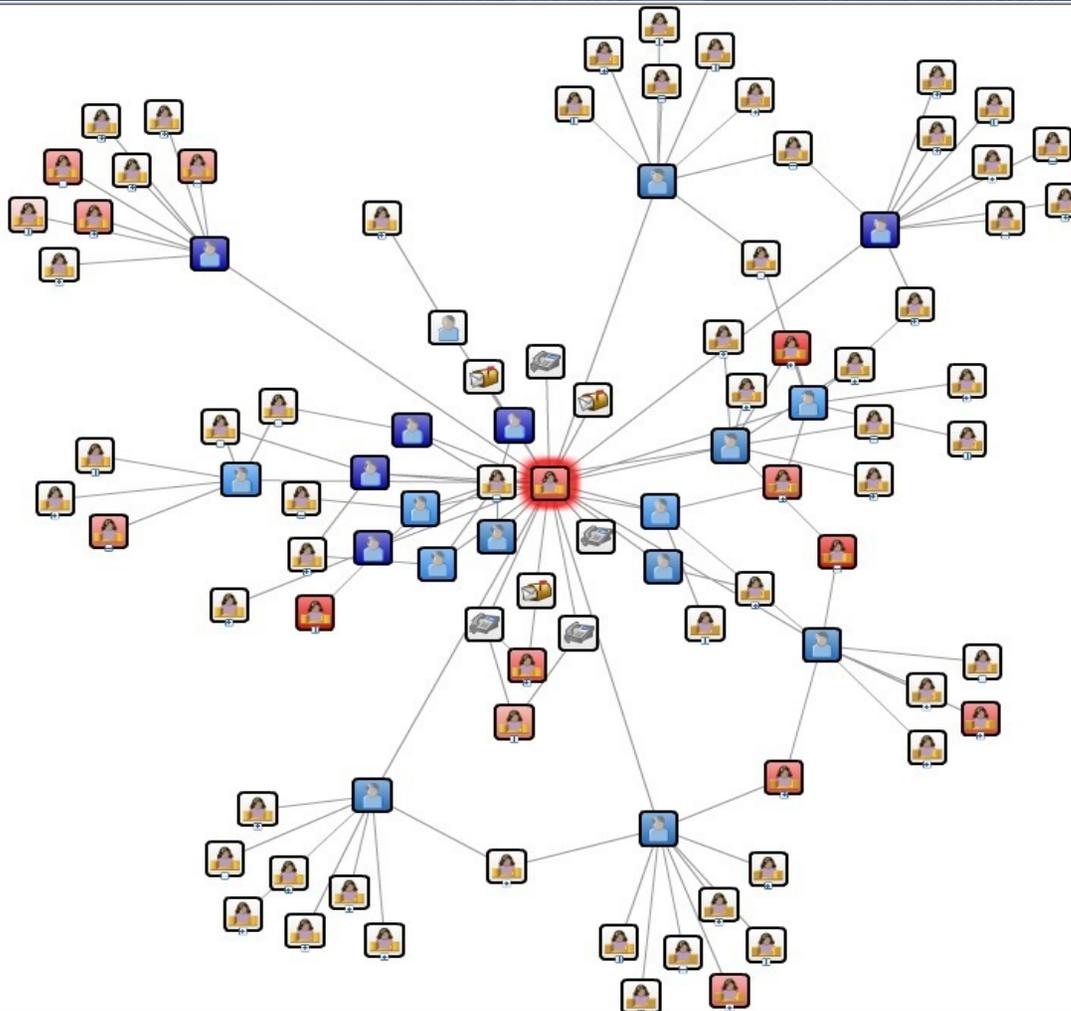


Connections between: Children,  
Providers, Funding, & Services  
over Time



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## Visibility across the Social Network



### Social Network Shows:

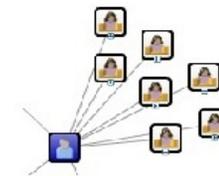
Child Need in Blue:  
Darker Blue = Greater Need



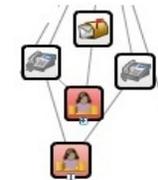
Provider Risk-adjusted Fees:  
More Red = Higher Costs



Connections between Child  
and Provider



Connections between  
Provider and Provider





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## Lessons Learned

- Some localities cannot distinguish CSA from Title IV-E funding
  - Informally being stored in comment fields
- Some localities using non-standard accounting practices
  - methods for recording ongoing monthly payments (ex., “Payment for June, July...” recorded only in comment fields)
  - Inconsistent process for recording re-payments or cancelled payments.



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## Results

- Recent payment of \$48,446 was made to a CSA vendor in error.
- Recent CSA payment for 25 shirts @ Burlington for the same child.
- New analytics process identified both of these anomalies. Funds were recovered.



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## Next Steps

- Continue data quality review and feedback to software vendors and localities
- Continue collection of data to all localities.
- June: Automate of data quality processes and implement analytic modeling to create risk-adjusted reporting
- July: Deploy reporting prototype for OCS Audit Team and Utilization Management Team



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## Major HHR Efforts

- Evolve Analytics Discipline across agencies
- eHHR Modernization of Eligibility Services
  - Comply with PPACA
  - Develop a self-service model for clients
  - Build operational efficiency into social services
  - HHR services integrated across agencies
  - Fight Fraud and Abuse



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## Preparing to comply with PPACA

Affordable Care Act requires:

- Complete replacement of Medicaid eligibility criteria
- Eligibility criteria must be checked real-time with Social Security Administration, IRS, Homeland Security
- Income must be computed using IRS Modified Adjustable Gross Income methodology
- Applications must be accepted on paper, on-line, by phone and by fax
- New coverage for Foster Children
- Changes to Notifications (letters), Appeals and Complaints processing
- New Presumptive Eligibility workflow for hospitals
- Cases must be coordinated real-time with the Federal Exchange; electronic transfer between Medicaid and subsidized coverage



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## eHHR Core Elements

- CommonHelp Portal
- Enterprise Service Bus (ESB)
- Enterprise Data Management (EDM)
- Business Rules Engine
- Case Management System
- Document Management System
- Connection to the Federal Facilitated Exchange (FFE)



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## eHHR Team

### Department of Social Services

- Leader on Eligibility System modernization
- Interface with Local DSS network

### Department of Medical Assistance

- MAGI Call Center Operations
- Interface with Center for Medicare and Medicaid Services
- Affordable Care Act policy experts
- Federal Exchange experts

### VITA

- IT Hosting
- Enterprise Data Management
- Enterprise Service Bus mentorship

### Department of Motor Vehicles

- National leadership with on-line citizen authentication

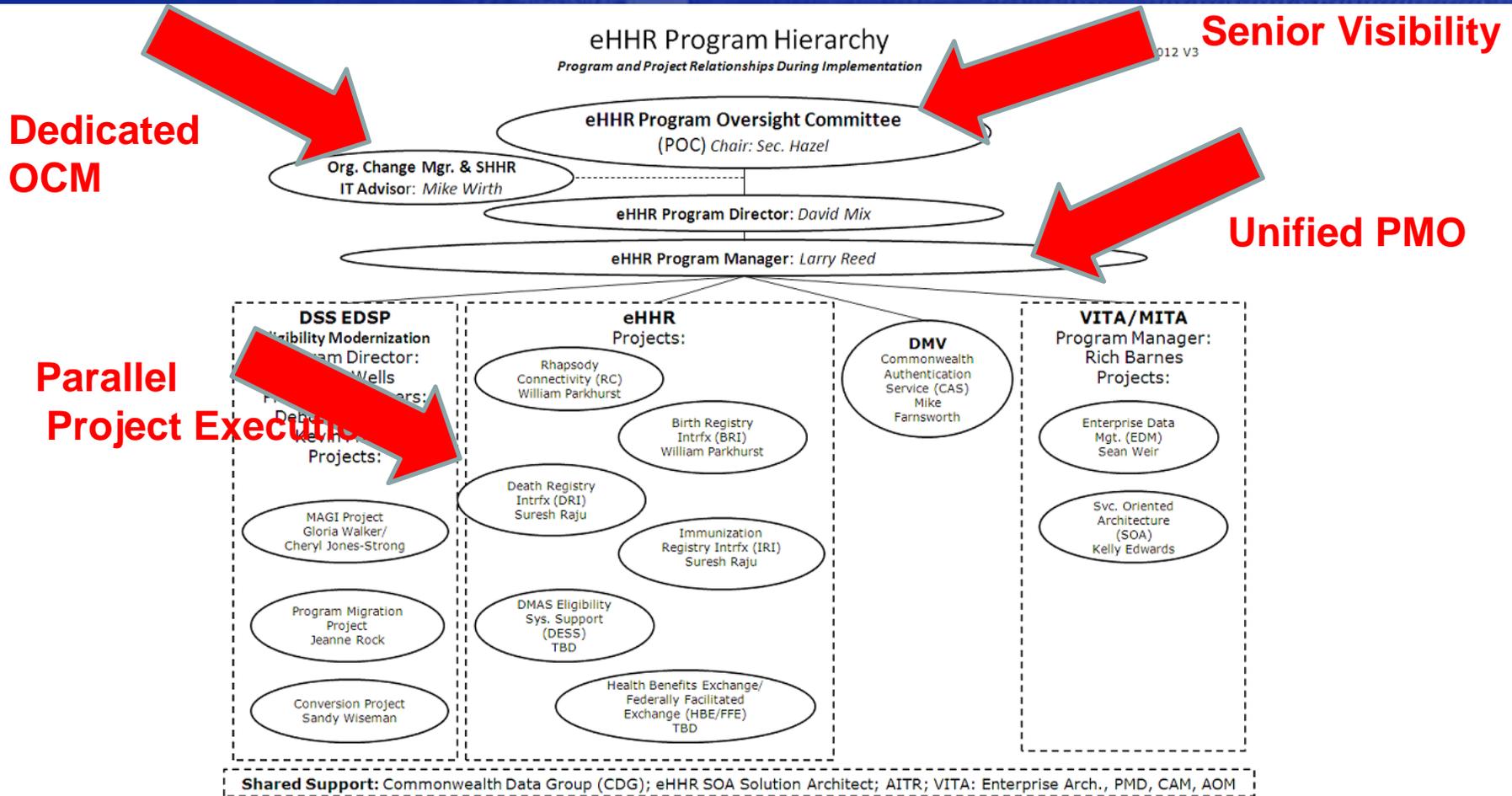
### Virginia Department of Health

- Birth/death registry services



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## eHHR Program Management





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## Data Management

### Citizen Consent

- New data sharing relationships defined
- Worked with OAG to define Citizen Consent language
- Consent to be collected electronically by CommonHelp
- Only consented data will be shared

### Enhanced Memorandum of Understanding (E-MOU)

- Streamline internal data administration processes
- Gets all agencies on the same page for data usability
- Based on Federal DURSA – well understood
- Working with the OAG for approval



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## eHHR Connection to Medicaid Reform

- Automation in VaCMS and Rules engine will help reduce VDSS and LDSS workload over time
- Data and analysis tools integrated through eHHR agencies can guide Medicaid Reform changes
- Benefit Policy changes defined by Medicaid Reform can more easily be made in the rules engine (weeks vs. months)
- Access to real-time data from the FDH and COV sources can help automate eligibility criteria defined in Medicaid Reform



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## eHHR Key Dates

### 2013

- July – VaCMS system testing scheduled to begin with CMS
- 10/1/13 – start taking Medicaid/FAMIS applications based on PPACA/MAGI
- 10/1/13 – new VaCMS eligibility system goes live for new Medicaid/FAMIS

### 2014

- 1/1/14 – Medicaid/FAMIS coverage based on ACA/MAGI required to start
- April – current Medicaid/FAMIS customers start migrating to the new VaCMS eligibility system

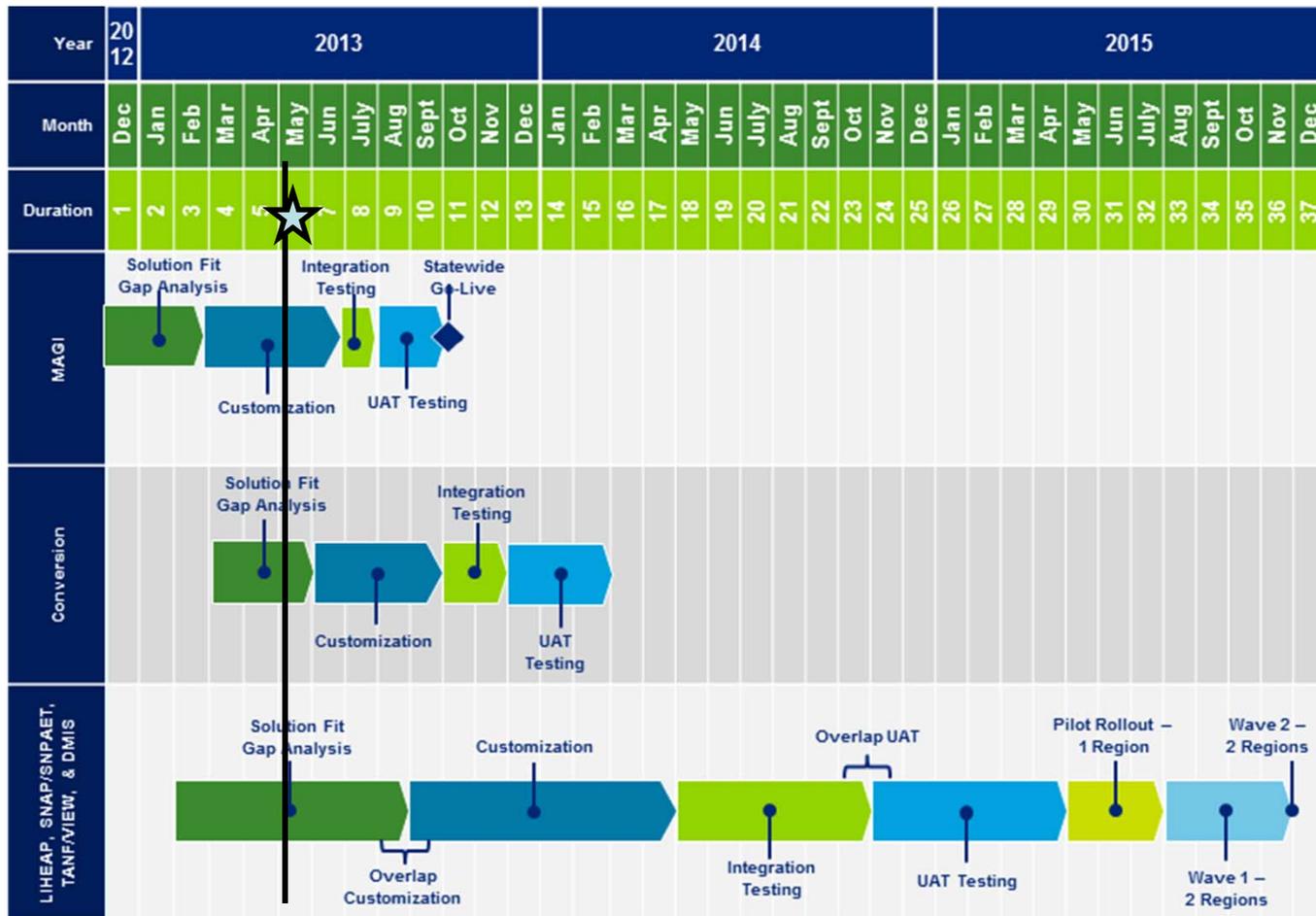
### 2015

- October - Other programs (SNAP, TANF, LIHEAP, etc.) go live on new VaCMS system
- End of 2015 – finish all eHHR development funded by CMS; federal end date for the funds to be used
- Begin retirement of the ADAPT mainframe



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## eHHR Timelines



### Status

MAGI project is on-schedule, yellow status.

Conversion and Migration projects are green and on-schedule



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## eHHR Risks/Lessons Learned

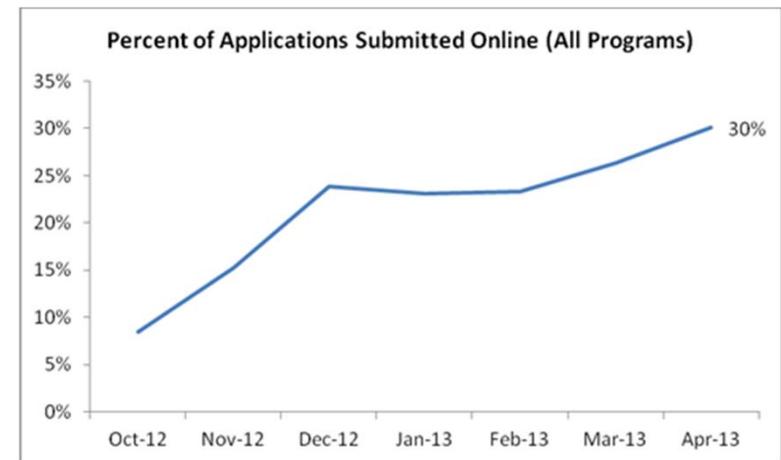
- RFP signed late
  - *Aggressive jumpstart of the vendor & requirements process*
- CMS still making MAGI policy decisions
  - *Letter to CMS defining VA's course; future CMS changes may require additional federal funding*
- Call Center Decision late
  - *Team proceeding to secure a solution ASAP*
- Change in FAMIS ownership
  - *Educating LDSS offices on the real-impact. Exploring LDSS staff options longer term*



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## eHHR Accomplishments

- Launched CommonHelp portal of the statewide. Currently nearly 30% of the DSS applications are completed online.
- MAGI project requirements and design is complete with Deloitte
- MAGI project configuration and development is underway
- Connection to test environment of the CMS Federal HUB was executed and successful
- DMAS, DSS and eHHR Leadership teams continue to have conference calls with CMS and IRS to discuss the policy and system details
- Opened communication channels with the 120 local DSS offices to build support. Business process re-engineering also started.





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## Making Government work smarter



VDSS winning the “**Innovation in Utilization Award**” at RichTech this month

This award recognizes “the company or organization whose creative use of technology enhances processes, methodologies, and /or services for theirs or others’ benefit.”



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## CSA Data Analytics Project

	2013	2014	2015	2016
General Fund Allocated	\$1,500,000	0	0	0
Expended to Date	\$989,000	0	0	0
Anticipated Additional Support Cost	\$241,000	\$300,000	\$300,000	\$300,000
% Expended with respect to budget	82%	0	0	0
Remaining Budget Funds	\$270,000	0	0	0

### Phase 1 Additional Support Cost 2013:

Locality vendor IT support	\$176,000
Technical IT support	<u>\$ 65,000</u>
Total Additional projected 2013 cost	<u>\$241,000</u>

### Phase 2 Additional Support Cost 2014:

SAS Analytics Package	<u>\$300,000</u>
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### Ongoing Cost 2015/16

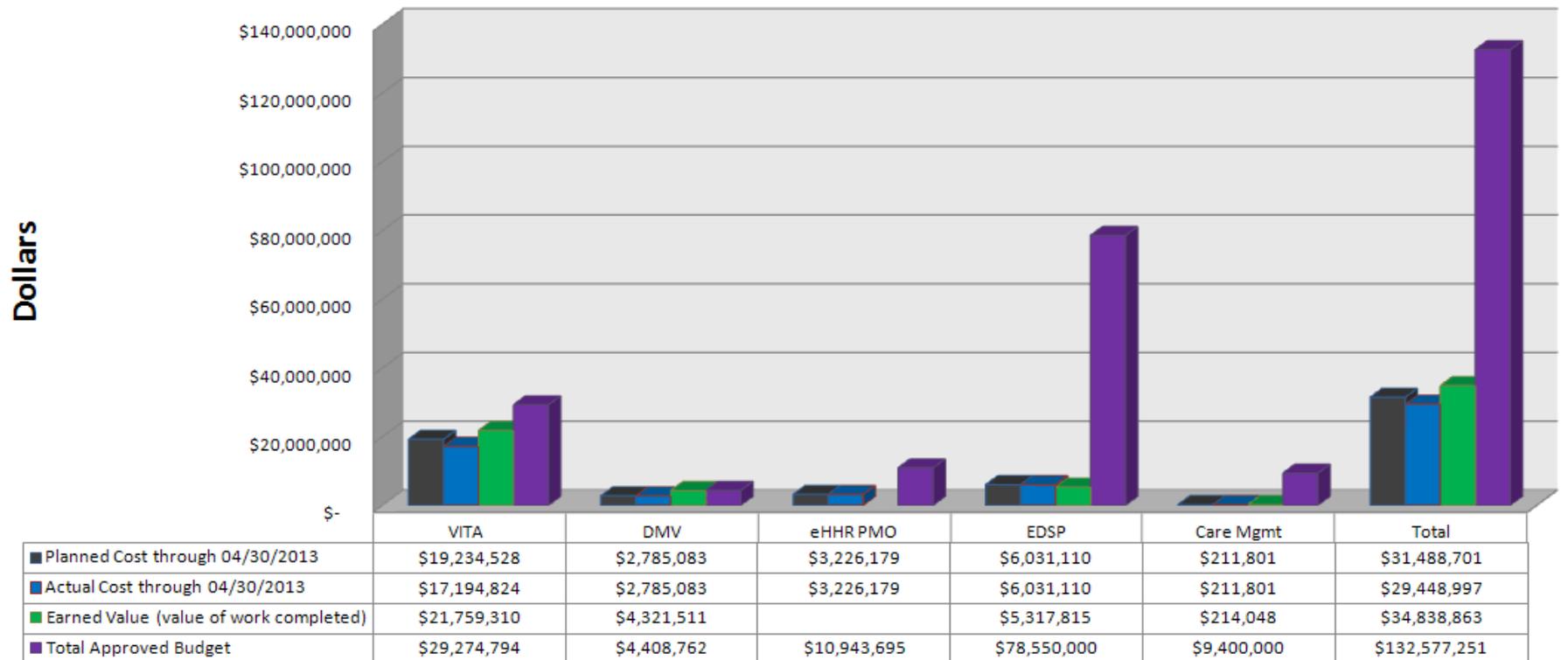
SAS analytics Package	<u>\$300,000</u>
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## Financial Status – eHHR Projects

**eHHR Program**  
**Financial status of in-progress efforts as of 04/30/2013**





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## Financial Status – eHHR Projects

	<u>VITA</u>	<u>DMV</u>	<u>eHHR PMO</u>	<u>EDSP/DSS</u>	<u>Care Mgmt</u>	<u>Total</u>
<b>CMS Federal Funds Allocated</b>	\$25,981,380	\$3,912,776	\$9,712,529	\$68,460,830	\$8,342,500	\$116,410,015
<b>COV General Funds Allocated</b>	\$3,293,414	\$495,986	\$1,231,166	\$10,089,170	\$1,057,500	\$16,167,236
<b>% spent with respect to budget</b>	59%	63%	29%	8%	2%	22%
<b>Remaining Budget</b>	\$12,079,970	\$1,623,679	\$7,717,516	\$72,518,890	\$9,188,199	\$103,128,254
<b>Comments</b>	Operations start 10/1/2013	Implementation projects conclude end of year 2013.	Project close out end of year 2015/early 2016.	Project close out end of year 2015.	Projects conclude end of year 2013/early 2014.	All implementation projects will be completed by end of year 2015.



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## Possible Fiscal Bumps

- During 2014 - 2016; both ADAPT and eHHR will be active. Potential for parallel IT operating costs.
- To fully retire the ADAPT system, some smaller IT applications may need to be replaced.
- MAGI Call Center operating costs are unclear once the PPACA launch noise subsides



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## Future Opportunities

- Leverage Commonwealth Authentication Service (CAS) in agencies (like Taxation) to create secure on-line access
- Leverage the Enterprise Data Management to reduce voter roll confusion
- Adopt the Enterprise Service Bus and Data Sharing guidelines in eHHR to securely, safely collaborate on citizen business transactions between agencies



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Questions?



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## Reference URLs

CommonHelp

<https://commonhelp.virginia.gov>

Statewide HIE

<http://www.connectvirginia.org>

HHR IT Strategic Plan

[http://www.dmas.virginia.gov/Content\\_pgs/mita-ovrw.aspx](http://www.dmas.virginia.gov/Content_pgs/mita-ovrw.aspx)