

Medicaid Advisory Committee Meeting

Subramanian Muniasamy, CTO April 26th, 2018



Agenda

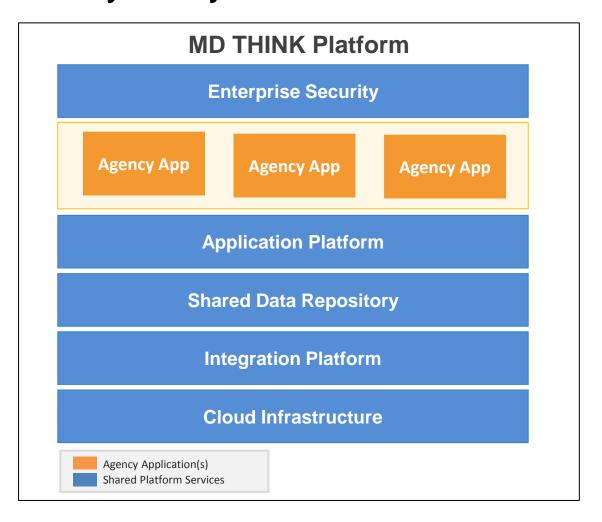


1	MD THINK vision and mission
2	MD THINK timeline
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MD THINK Vision



MD THINK envisions establishing a modernized technology platform for enhanced service delivery to Maryland residents



Platform Features



Enterprise Security

- Sophisticated platform meeting all Federal & State Requirements
- Uniform security policies and governance for all Apps



Cloud Infrastructure

- Highly scalable, yet affordable infrastructure
- Enables rapid setup with flexible configuration



Application Platform

- Full-featured application architecture providing all components required for developing sophisticated applications
- Ready to use, fully configurated application frameworks



Shared Data Repository & Analytics

- Highly scalable, flexible and searchable shared data platform
- Provides, secure, role based access to cross-agency data



Integration Platform

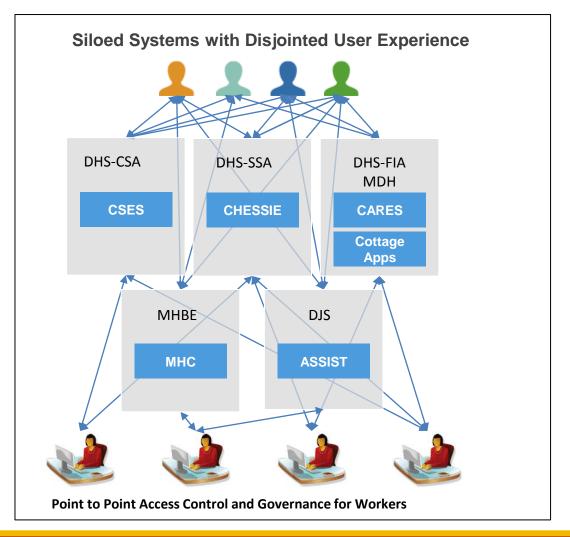
- Ready-built interfaces with FDSH and State data systems
- Supports rapidly implementing additional interfaces

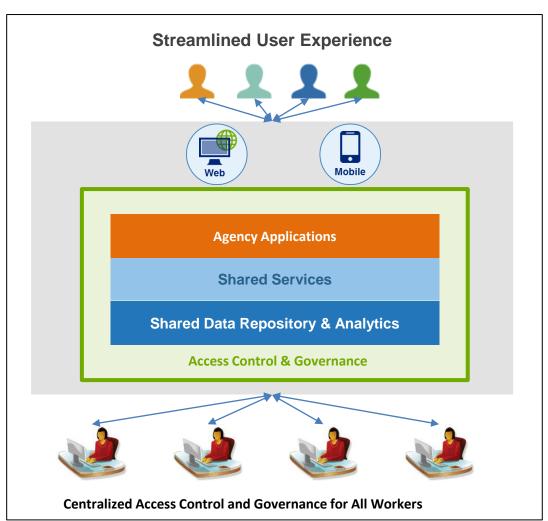
Streamline HHS Technology Systems



Initial phase of this program is focused on modernizing and streamlining the application systems for Maryland's Health & Human Services agencies

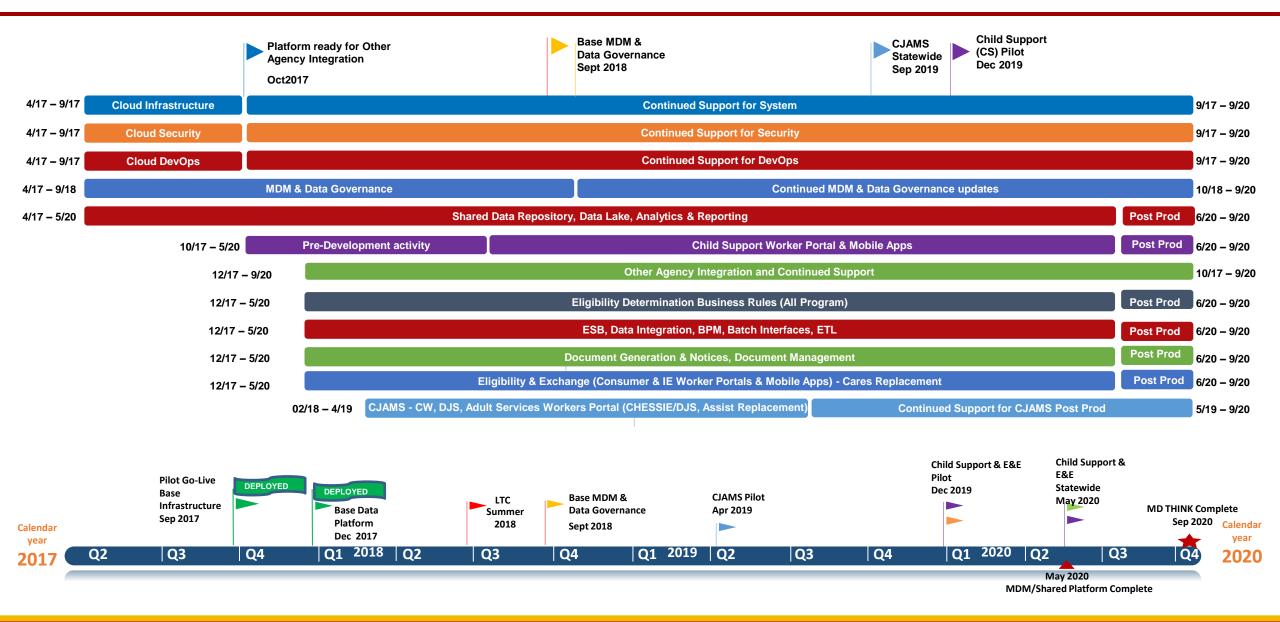
Future State





MD THINK Program Timeline

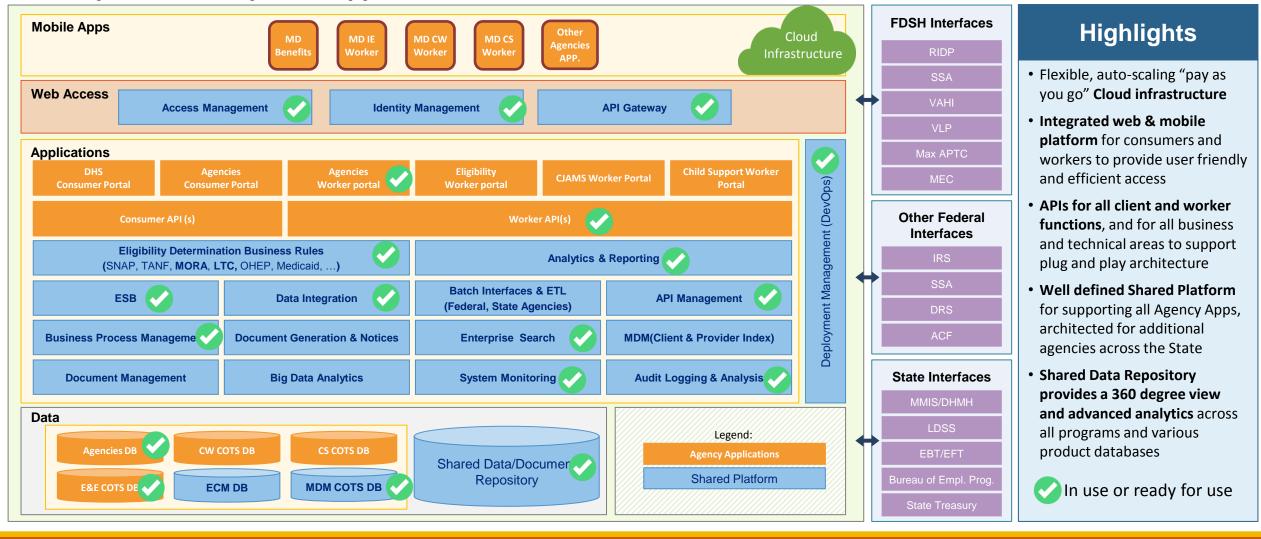




Application Architecture

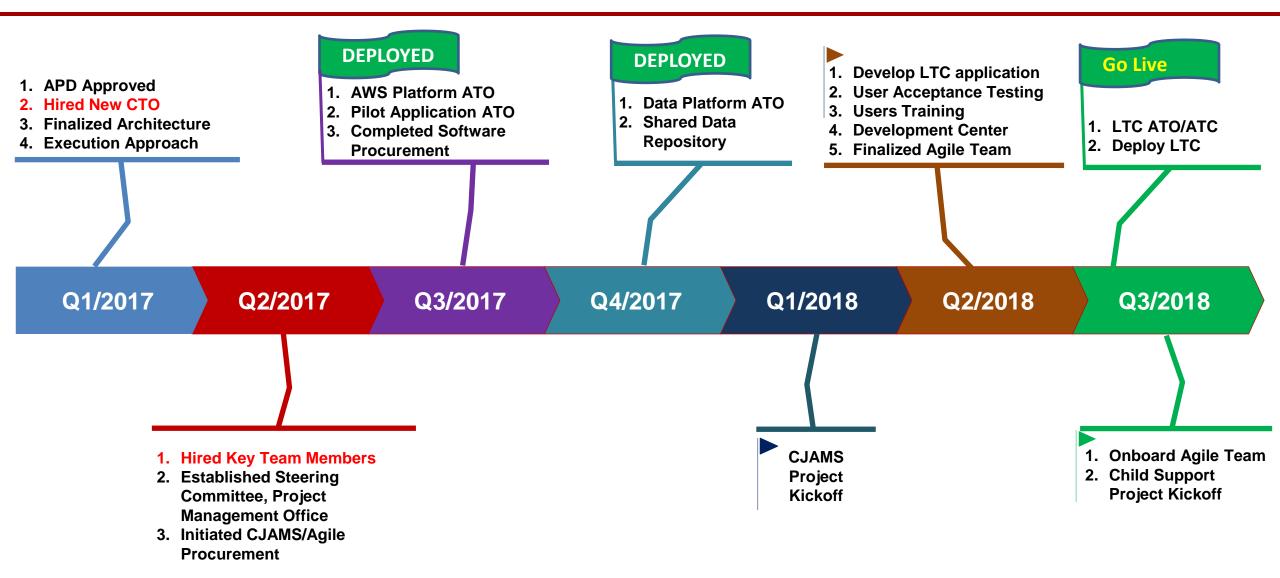


The MD THINK Application Architecture will provide a groundbreaking shared platform supporting multiple Mission Specific Applications



Progress and Plans







Long-Term Care (LTC) Eligibility Update

Office of the Chief Technology Officer April 26, 2018



Eligibility & Enrollment (E&E) Background



Eligibility & Enrollment

 Eligibility & Enrollment (E&E) is the name of the new system being developed as part of the MD THINK program

- What is the Eligibility & Enrollment (E&E) system?
- The E&E system will be Maryland's new Integrated Eligibility system and eventually support all other Medicaid programs beyond LTC/Waiver, as well as other DHS programs, such as Food Supplement, Temporary Cash Assistance, and Temporary Disability Assistance Program etc..
- The E&E system will be introduced in a phased approach and will replace the CARES mainframe system as well as *myDHR*, the current online application for DHS benefits.

Long-Term Care (LTC)



Eligibility & Enrollment for LTC

 LTC Medicaid (and Waiver) is the first major program planned for migration to E&E from CARES

What is the LTC Project?

- The E&E system is being developed to initially support the following Medicaid eligibility tracks: 1) Waivers, 2) Aged, Blind, Disabled Long-Term Care, and 3) Parents and Children Long-Term Care.
- As part of the LTC project, system functionality is being developed to support end-to-end application, redetermination, and interim change business processes.

Long-Term Care (LTC) Project



Eligibility & Enrollment for LTC

 The current myDHR link (the public portal for applications) will redirect users to the new MD THINK portal when applying for LTC: MyMDTHINK.Maryland.gov

What changes when LTC module of E&E goes live?

- Case managers in DHS and MDH will use a new E&E portal for processing LTC applications, redets, and interim changes.
- All existing active clients will be migrated into the new system and the LTC users are not required to access legacy CARES
- Following our agile model of systems development, additional functionality will be introduced in the system continually after launch, adding enhancements and more efficiency for operations.

Eligibility & Enrollment for LTC: 2 Portals





Customers



Authorized Representatives



Providers



Utilization Control Agents

Eligibility & Enrollment System

Consumer Portal

- Submit LTC application
- Upload documents
- View notices
- Future: report changes
- Future: complete re-determination

Worker Portal

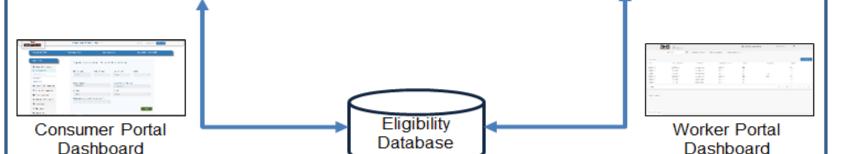
- Process LTC applications, changes, and re-dets, determine eligibility
- View/upload documents
- Generate/view exchange data and notices
- Access reports



Case Managers,

Supervisors,

HQ Staff



Eligibility & Enrollment for LTC – One System



Enterprise Content Management (ECM)

Upload, view, and download functionality.

Scanned documents are tagged to cases.

Consumer Portal

Dashboard

Master Data Management (MDM)

Stores individual data and sends to CIS.

IDs are generated from CIS via MDM.

Shared Data Repository (SDR)

Enables an individual search across applications for preexisting customers.

Supports the prevention of duplicate individuals.

Notices

- Notices are generated based on determination of eligibility.
- Immediately viewable notices.
- Notices are centrally mailed to customers.



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- Account Registration
- Non-Financial Information
- Income Information
- Asset Information

- Screening
- Intake
- Redetermination
- Change Reporting
- Administrative Tasks





•Batches of eligible individuals

are sent daily for enrollment in MMIS.

8001 MMIS Enrollment

•All information regarding additions, deletions, and changes to recipients is sent to MMIS via daily batching.



BI Reports

- •Eligibility and case information reporting is generated via QLIK.
- Pre-defined federal reporting and required legislative reporting are generated.







Core Functionality for Initial Release





User Groups







Case Managers

Eligibility & Exchange LTC Functionality				
Dashboard & Queue	Workflows/Data Collection	Eligibility Determination	Notices	Automated Action
 Worker Dashboard Consumer Dashboard Facility Dashboard 257 routing Work Item Queue/ Assignment 	 Consumer Portal with Spanish text Worker Portal case workflows Verification Checklist Integrated upload and view documents Vendor/provider management Address validation 	 L Track: 3 CG's H Track: 8 CG's T Track: 5 CG's Penalty Period Calculation Cost of Care & Allowance Calculation 	 System Generated Eligibility Notices (English & Spanish) Verification Request Letter 1052 Re-det Mailings 	 Re-det scheduling Case Alerts Mass Mod. (*post June)

Functions in **bold** indicate E&E functionality NOT available in CARES or MyDHR today

Interfaces		
SSA Composite (FDSH)		
Verify Lawful Presence (FDSH)		
Asset Verification System (AVS)		
MMIS		
MABS		
PARIS		

Enterprise Functions					
Enterprise Search	BI Reports	Master Data Management	Shared Data Repository	Login, Security, Account, and Role Management	Enterprise Content Management

Conversion

Case and Recipient Data,
Documents

How the New System Supports Strategic Goals



Strategic Goal	MD THINK/E&E Design	Benefit
	Flexible workload management functionality	Better visibility of pending/in-progress work across and within district offices to plan and manage accordingly
Simplified	LTC eligibility notices, letters, and forms to be generated by the system, mailed centrally	Standardized LTC eligibility notices and forms sent to customers, reps, reducing local office print/mail time
Business Process	Integrated document upload/download functionality	Documents accessed when needed during processing by case managers, documents uploaded in Consumer Portal immediately available to case managers
	LTC eligibility rules in a Business Rules Engine, including cost of care calculations	Standardized and accurate eligibility determinations, reduction in time for case manager to manually calculate vs. validate

How the New System Supports Strategic Goals



	Strategic Goal	MD THINK/E&E Design	Benefit
		Spanish language in both Consumer Portal and LTC notices and letters	Increased customer service, creates platform for additional languages
	Citizen-Centric	System processes to manage individual data and create a "360 degree" view of recipients	Supports holistic service delivery, cross-agency awareness and collaboration to serve customers
	Services	System supports real-time exchanges between consumers/reps and workers, e.g. upload a document and worker can view real-time, citizen can view status of app immediately after processing	Enhanced customer service, ability to upload and discuss documents in real-time, e.g. while on the phone

LTC - Enterprise Functions- Business Intelligence Reports



Gain visibility of all case records in the systems instantly

Visual presentation of performance measures

Ability to identify and correct case records

Quick identification of data outliers and correlations

Align strategies and organizational goals



Measure efficiencies
/ inefficiencies

Ability to generate detailed reports

Saves time compared to running multiple reports

Ability to make more informed decisions from data

Questions and Suggestions



