

Board Meeting

April 18, 2016

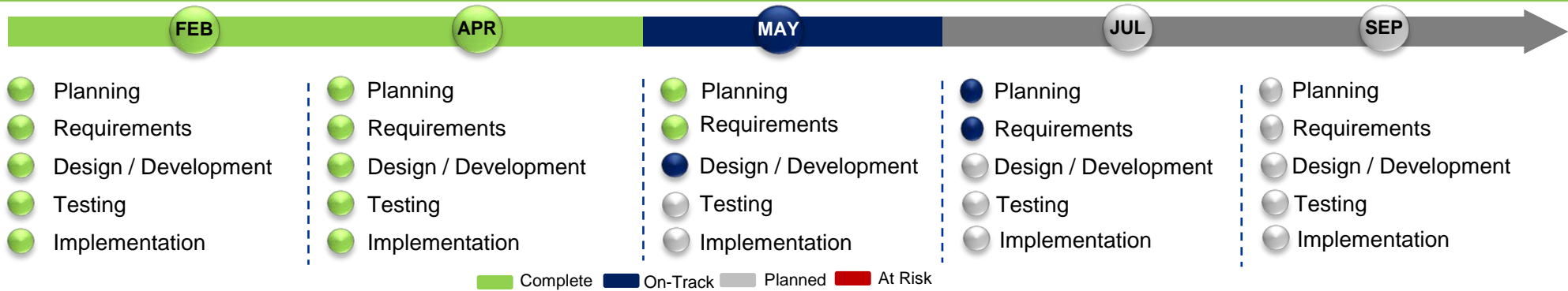
Presented by:

Subramanian Muniasamy CIO, MHBE

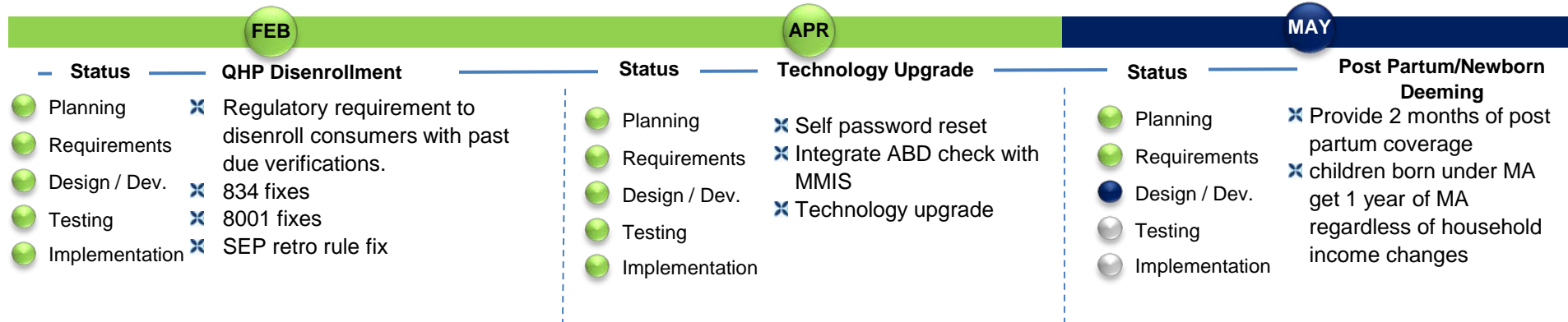
- IT updates
- Release highlights
- FY - 2017 IDIQ NTE Approval Request
- IDIQ functions overview
- System RFP timeline

IT Update

M&O Releases

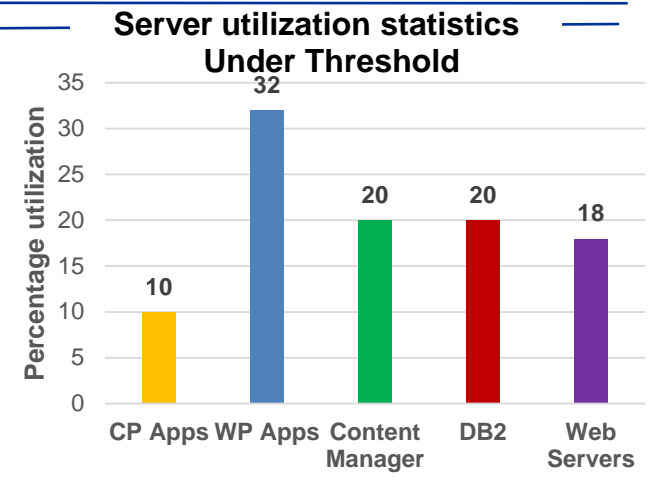


Enhancements



Special Projects

- System Ops, DaaS, Guardium**
 - ✗ DaaS tested with support of DoIT
 - ✗ Guardium encryption upgrade planned
 - ✗ System Operations RFP under evaluation, award at beginning of May
 - ✗ Contract awarded for online timekeeping utility. Live by 04/15
- 1095-B**
 - ✗ 1095 B Modifications are underway
- 1095-A**
 - ✗ Enrollment correction file from CRM being analyzed. 150 consumer reported demographic corrections printed
 - ✗ 180 out of 2000 files can be corrected, 100 already in Production



Maintenance & Operations (M&O) Releases

Category	February 2016	April 2016	May 2016
Regulatory	<ul style="list-style-type: none"> Dis-enroll QHP Applications that have past due citizenship verifications 	<ul style="list-style-type: none"> Integration of MMIS to verify the Medicaid Eligibility Status - Aged Blind Disabled (ABD) or Long-Term Care (LTC) status 	<ul style="list-style-type: none"> H-36 Schema update for 2016 1095-A submissions (IRS report)
Operational Improvements	<ul style="list-style-type: none"> System defect fixes for the 834 (carrier) and 8001 (Medicaid) files – reduces manual intervention 834 Compliance Checker – improve the efficiency of the 834 file 	<ul style="list-style-type: none"> Consumer Initiated Terminations – Allows consumer self-service, reduces calls and in-person visits to caseworkers Self Password Reset through email authentication – allows consumer self-service and reduces calls to the call center 	<ul style="list-style-type: none"> Post-Partum and Newborn Deeming rules for Medicaid RIDP FARS call to reduce number of calls to call center and allow for consumer self-service Allow households enrolled in dependent-only plans to make changes to their applications themselves rather than call the call center Restrict the ability to create multiple applications for the same household Implement SSN check across all applications
Cost Efficiency	<ul style="list-style-type: none"> 1402 Notice redesign – Enrollment Application Request 	<ul style="list-style-type: none"> Technology Replacement 	<ul style="list-style-type: none"> Automation of Medicaid Age-out determinations

FY-2017 IDIQ NTE approval request

#	TYPE OF SERVICE	FFP/SFP RATIO (%)	FFP AMOUNT (\$)	SFP AMOUNT (\$)	TOTAL (\$)
1	PMO Resources	90/10	3,947,400.00	1,152,600.00	5,100,000.00
2	System Support Resources	75/25	3,160,500.00	1,739,500.00	4,900,000.00
3	DDI Resources (Enhancement)	90/10	2,709,000.00	791,000.00	3,500,000.00
4	System Maintenance	75/25	2,902,500.00	1,597,500.00	4,500,000.00
	TOTAL		12,719,400.00	5,280,600.00	18,000,000.00

IDIQ budget comparison 2016/2017

#	TYPE OF SERVICE	FY-2016	FY-2017
1	Enhancement	0.0*	3,500,000.00
2	System maintenance	0.0**	4,500,000.00 [†]
3	System support	5,500,000.00	4,900,000.00
4	PMO resources	5,100,000.00	5,100,000.00
TOTAL		10,600,000.00	18,000,000.00

* Service provided by Deloitte LLP for ~ \$ 6.0 million in 2016

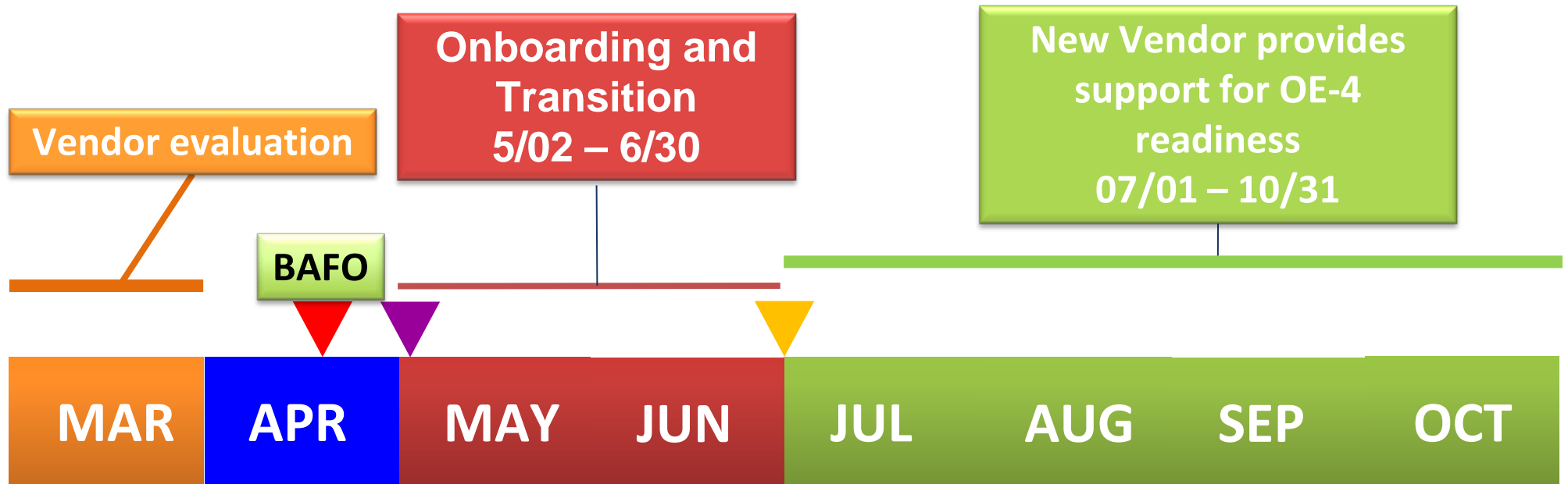
** Service provided by Deloitte LLP for ~ \$ 5.5 million in 2016

[†] Includes transition cost of \$ 1.05 million




IDIQ functions

PMO Resources	System Support	Enhancements	Maintenance
<ol style="list-style-type: none"> 1. Plan/Carrier management 2. Work management 3. Deliverables management 4. Release management 5. Policy and Compliance 6. PII resolution 7. Problem escalation 8. Liaison with external vendors. 9. Manage Audit from other agencies like CMS and GAO. 10. Handle escalations for system problems from Call center. 11. Testing and defect tracking 12. Weekly and monthly releases 	<ol style="list-style-type: none"> 1. Data and bug Fixes 2. EDI Operations 3. 1095 A, B generation 4. 8001 processing 5. Production support and management 6. Enrolment tracking and reporting 7. Notice generation 8. CRM (H34, H41) reconciliation 9. Medicaid redetermination and renewal 10. SQL query development and validation. 11. Generation of weekly and monthly reports for CMS. 12. Coordination with EDI, QA teams 	<ol style="list-style-type: none"> 1. Application development. 2. Technology Migration (Filenet, RPT). 3. 834 fixes with Carefirst. 4. Medicaid Age Out. 5. CIS interface. 6. Dental Renewal. 7. Support Mobile Application. 8. TPL interface with MMIS. 9. Carrier Portal. 10. MMIS interface and replacement of IDB. 	<ol style="list-style-type: none"> 1. Infrastructure maintenance 2. Software licensing support 3. Hardware performance monitoring 4. Technology integration 5. VPN, tunnels, set-up and security 6. VoIP maintenance 7. Jboss FUSE testing 8. Server maintenance Web , ESB, WSRR, Corticon 9. FileNet, Adobe and MPI 10. Infrastructure support 11. System security and maintenance 12. Database administration

Timeline: System Operations RFP



RFP exceptions review and BAFO evaluation

-  04/18 BAFO evaluation
-  05/02 NTP date
-  06/30 Transition complete

**There is a slight delay in the BAFO process, but no impact on the end date.*