

Board Meeting

January 17, 2017

IDIQ NTE Increase Request – FY 2017

Presented by:

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FY-2017 IDIQ NTE Increase Request

ITEM	DESCRIPTION	FFP/SFP RATIO (%)	FFP (\$)	SFP (\$)	BUDGETED AMOUNT (\$)
Reallocation from Training budget to IDIQ	Trainers – LMS, Salesforce	75/25	180,600.00	99,400.00	280,000.00
Enhancements	CRM and MCO integration	90/10	1,710,540.00	**499,460.00	2,210,000.00
NTE increase requested			1,891,140.00	598,860.00	2,490,000.00

** State fund to be disbursed by DHMH through MoU

Project Scope

The additional NTE amount will be utilized for the following:

Managed Care Organization (MCO) integration

1. Integrate MCO selection as part of Medicaid functionality
2. Increase operational efficiency by seamless integration of plan selection and enrollment for MAGI Medicaid eligible population
3. Enable MCO plan enrollment within days via EDI 834 transaction
4. Strengthen MHBE's security environment for exchange of data with DHMH, DHR, CMS, and IRS
5. Enhance interfaces to the legacy Medicaid Management Information System (MMIS) operated by DHMH

CRM Salesforce integration with DHMH

1. Build a secure and automated single sign-on system for interaction between citizens and DHMH/MHBE
2. Enable DHMH/MHBE workers to create, assign, track, escalate and complete cases seamlessly
3. Integrate CRM with MMIS and HBX to build an Integrated Voice Recognition (IVR) system
4. Create/Update the knowledge base to help CSRs identify specific programs or services
5. Leverage trigger email notifications feature to email case status

MHBE uses a combination of the following methodologies for estimating level of effort.

- Expert Judgement**

Consensus estimation derived from stakeholders with institutional knowledge of developing similar health exchange related functions.

- Estimation based on Work Breakdown Structure (WBS)**

LOE for Salesforce CRM Integration

#	Module	Scope Definition	Effort / Hours
1	Set-up	Setup Salesforce CRM environments and users.	800
2	Case Management Implementation	Implement all modules related Cases such as CSR, case routing, escalation, notification etc.	6000
3	Phone Integration	Integrate Phone and Salesforce CRM modules.	2000
4	Knowledge Base	Build knowledge base for all articles, article management, language translation etc.	1100
5	Community Implementation	Implement Customer Communities to log and track cases.	1100
6	Data Migration	Migrate historic data into Salesforce CRM.	1200
7	Integration with External Systems	Integrate Salesforce CRM with HBX and MMIS.	5000
8	Analytics	Generate Reports and Dashboards.	1000
9	End User Training	Prepare training material and train the trainers.	600
10	PMO Activities	Deliverables management, stakeholder communication, and project coordination.	1200
		Total Effort in Hours	20000

LOE for MCO Integration

#	Module	Scope Definition	Effort / Hours
1	Application Development	UI development for consumer and worker portals. Enrollment framework updates, data model updates and renewal/age-out batch updates.	3600
2	Provider Directory	Integration with CRISP, Provider search for QHP and Medicaid consumers.	1000
3	Mobile Integration	MCO and Provider selection for iOS and Android.	600
4	Notices	Update current and new Notices for consumer outreach.	1000
5	Rules Implementation	Implement changes in Corticon rules for MCO plan selections.	1000
6	Data Migration	Migrate historic data from MMIS and enrollment broker systems.	1200
7	Interface Development	Develop interfaces with MCOs, CRISP and MMIS.	3500
8	Reports	Generate reports for MCOs and MMIS stakeholders.	1000
9	End User Training	Prepare training material and train the workers.	600
10	PMO Activities	Deliverables management, stakeholder communication, and project coordination.	1000
		Total Effort in Hours	14,500