



MHBE Board Meeting

February 16, 2021

Quarterly IT Update

Presented by:

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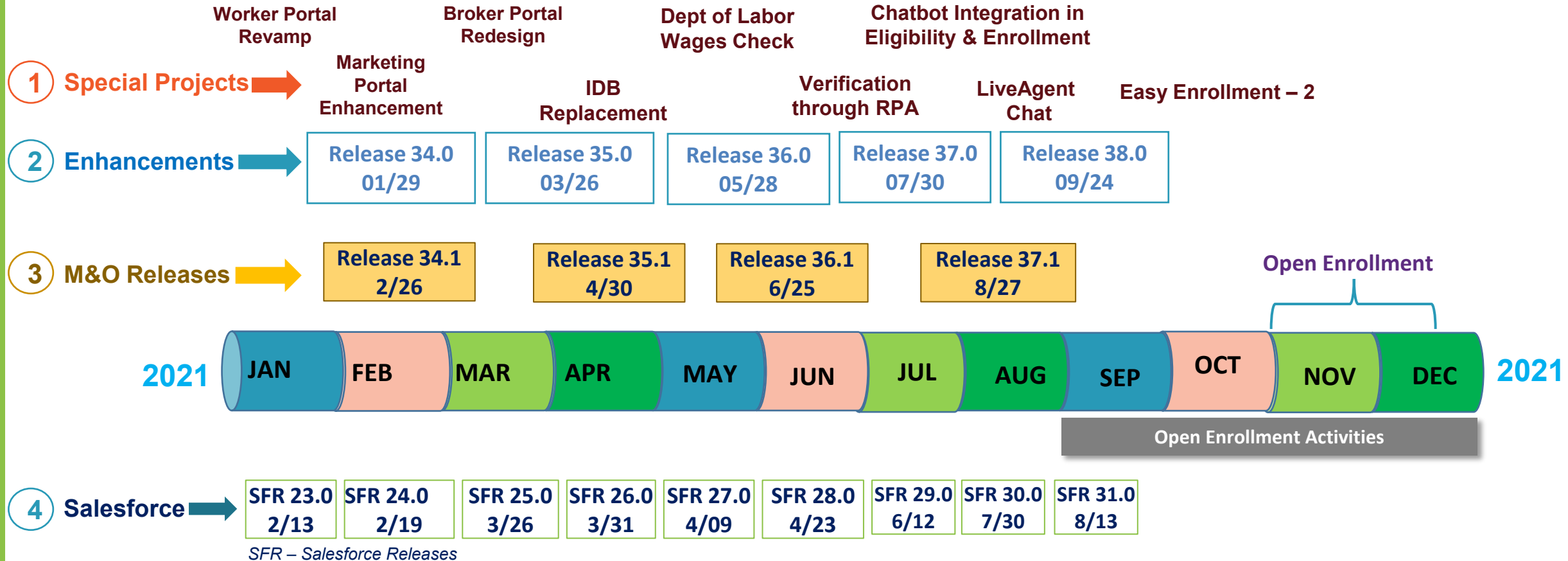
Quarterly IT Update

- IT Roadmap for CY 2021
- CY21 Q1 Key Projects
- Upcoming Initiatives in Q2

IT Focus

- 1) Timely response to Covid-19 pandemic
- 2) Operational excellence through technology modernization
- 3) Enhanced engagement with consumers and stakeholders
- 4) Consistent implementation of key initiatives

IT Roadmap for 2021



CY21 Q1 Key Projects

1095-A & 1095-B Forms

- 150,000+ 1095-A; and
- 1.5 Million+ 1095-B issued

Easy Enrollment

- Working with the Comptroller's Office to start Easy Enrollment operations for CY 2021

Covid -19 Changes

- Execute Medicaid determinations for Age-Out and Postpartum in line with Covid-19 policy changes

Jan 2021

- Covid-19 System Changes
- 1095-A/B Process Redesign
- Worker Portal Revamp

Feb 2021

- Account Dashboard Enhancements
- Doctor Search for MCOs
- Security Enhancements
- Chatbot Eligibility Check
- Marketing Portal Enhancements

Mar 2021

- Notice Redesign
- Broker Portal Responsive Design
- Appeals Tracking Application
- X03 Coverage Changes
- Salesforce LMS Integration

Upcoming Initiatives in CY21 Q2

- Streamline Medicaid Transactions/Interim Database Removal
- Real-time Interface with the Maryland Department of Labor
- Automatic Income Document Verification for Medicaid
- Revamp marylandhbe.com
- Worker Portal Revamp Phase 2
- Flora Chatbot Enhancements
- Stakeholders Dashboard in Qlik Sense