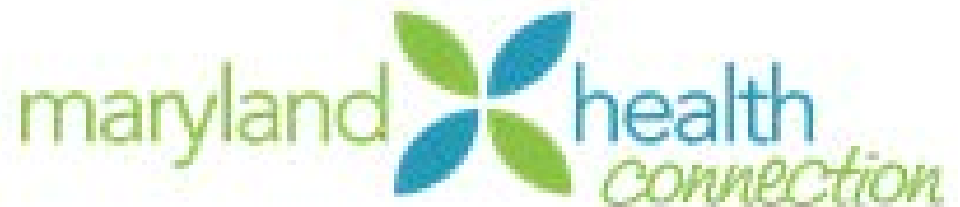


# IT Updates

## Maryland Health Benefit Exchange Board Meeting

Tuesday, January 20, 2015

Presented by: Subramanian Muniasamy  
CIO, MHBE



A service of Maryland Health Benefit Exchange

# Agenda



- ❖ CIO Introduction
- ❖ Summary
- ❖ IT Workstreams
- ❖ 2015 MD HBX Roadmap
- ❖ Q & A

# CIO Introduction



## Subramanian Muniasamy



Chief Information Officer



*Joined MHBE on January 07, 2015*

### Executive summary

- 17 years experience in designing and building systems for Health and Human Service programs like Medicaid, Cash, SNAP and CHIP
- Technology and Management Leader, having provided leadership on several high profile large-scale IT programs for State and Federal Government

### Prior Positions

- Director, Optum/QSSI
- Senior Manager, Deloitte Consulting

### Education

- MBA in Leadership
- Bachelor of Engineering in Electronics & Communications

## MD HBX Experience

- Led and successfully delivered the MD HBX Solution in 7 months as the key management leader from Deloitte Consulting
- Led the team to stabilize the Legacy MD HBX system as the Director from Optum/QSSI

## State & Federal Govt. Experience

- Established an effective governance operating model to manage the Federal Facilitated Marketplace (FFM)
- Led the Electronic Submission of Medical Documents (ESMD) program for CMS
- Led the Provider Enrollment Chain Ownership System (PECOS) program for CMS
- Instrumental in the implementation of integrated eligibility (MA, SNAP, Cash and CHIP) solutions for the State of New Hampshire (NH) and Commonwealth of Pennsylvania (PA)

# Summary



- The MD-HBX system has helped enroll over 180,000 people for the 2015 enrollment period to date
- The current MHBE IT Team will continue to support the system for 2015 enrollment period and ongoing operations
- Robust incident response protocols are in place to address any system anomaly
- Continuous improvements processes are in place and is a priority for the MHBE IT team
- Continue compliance with evolving ACA requirements and partner with CMS / CCIIO

# IT Workstreams



## System Enhancements

- Significant development efforts to implement new functions that were non-critical for 2015 open enrollment or will reduce operational burden
- Examples include Form 1095-A generation, renewals, and Medicaid redeterminations

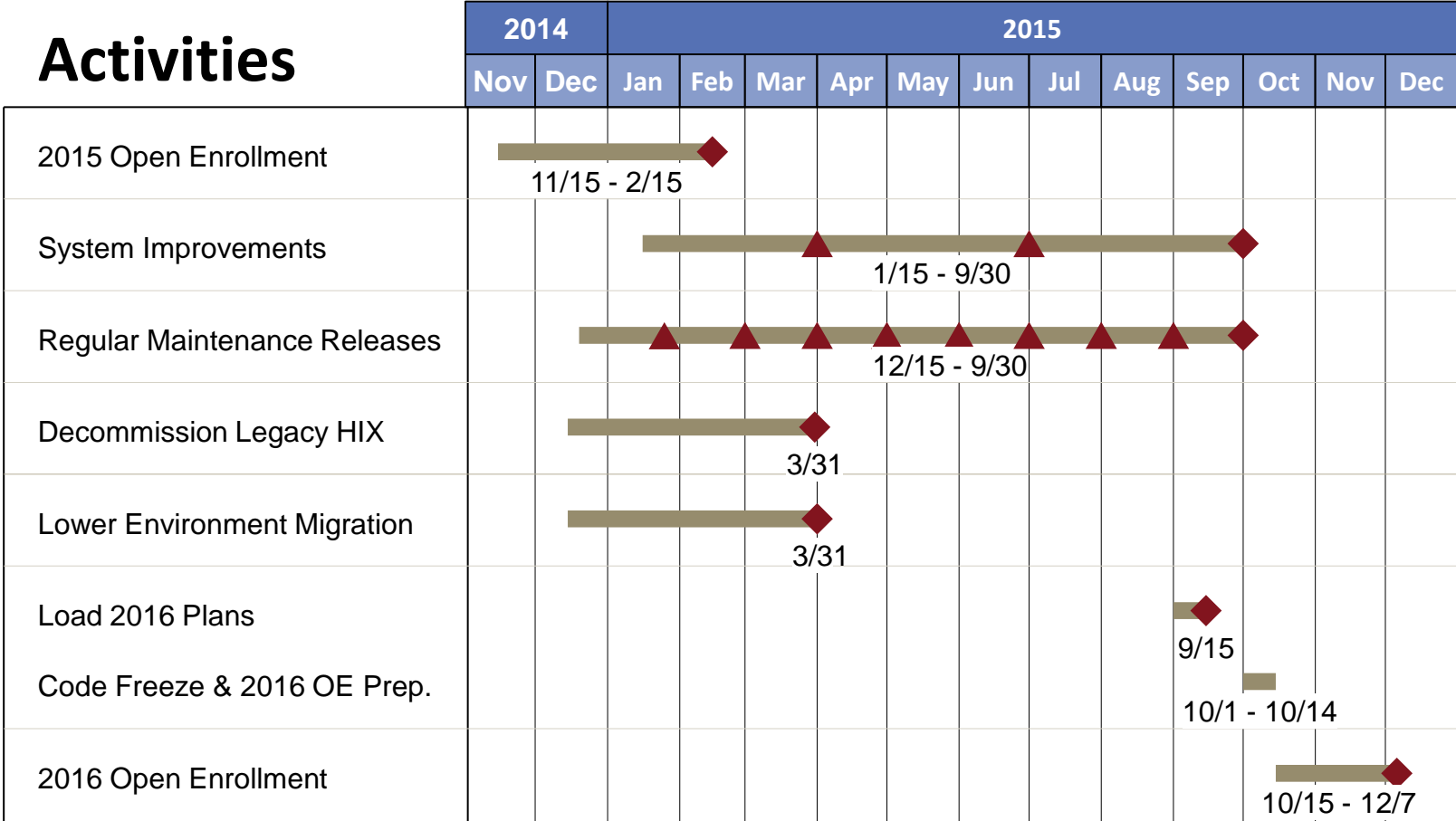
## System Maintenance

- Analyzing and developing solutions for system defects as they arise
- Periodic maintenance releases at six-week intervals
- Examples include performance enhancements, security patches, software upgrades

## Operations & Incident management

- Continuous monitoring of system performance
- Processes in place to rapidly respond to incidents and communicate any system impacts to stakeholders

# 2015 MD HBX Roadmap



## Q & A