New England States Collaborative for Insurance Exchange Systems

NESCIES

Supporting Health Reform through Technology Innovation

Health Insurance Exchanges and "Reusability" of IT Components: Early Lessons from The New England States Collaborative for Insurance Exchange Systems (NESCIES)

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Overview

- NESCIES: The Massachusetts Early Innovator Collaborative Agreement
- Massachusetts "Single-Project" approach to Health Insurance Exchange and Integrated Eligibility System technology design and implementation
  - Key Issue: Integration of Health Insurance Exchange and Medicaid Eligibility and Enrollment
- NESCIES approach to "Reusability" of Health Insurance Exchange Components
- Case Study in Reusability: Rhode Island
- Current Status and Discussion

The Massachusetts Early Innovator Grant: The New England States Collaborative for Insurance Exchange Systems (NESCIES)

- The overall goal of the **New England States Collaborative Insurance Exchange Systems (NESCIES)** project is to create Health Insurance Exchange (HIX) Information Technology components **in Massachusetts** that are consumer-focused, cost-effective, reusable, and sustainable and **that can be leveraged** by New England and other states to operate Health Insurance Exchanges.

- The **NESCIES** project has established a learning collaborative, led by a multi-state steering committee, where participating states can share and develop cutting edge and cost-effective technology components, intellectual property, and best practices for implementing an insurance exchange.

- NESCIES is the only "innovator grant" to involve multiple states in HIX design and potential implementation.

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New England Interstate Collaboration

Interstate Collaborative Steering Committee
CONVENER: New England Consortium Systems Organization (NESCSO)
MEMBERS: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
STAFF: UMass Medical School and NESCSO
CHAIR: Brenda Harvey

UMass Medical School
- Grant Management
- Fiduciary Responsibility
- Project Management
- Evaluation / Best Practices
- Documenting Process
- Dissemination Nationally

Massachusetts
Scott Devonshire, CIO, Connector
Manu Tandon, CIO, EOHHS
Jay Himmelstein, PPI, UMMS
Michael Tutty, PD, UMMS
Janice Baker, PM, EOHHS

New England States Consortium Systems Organization
- Convener
- Collaborative Meetings
- Dissemination in New England

HIX Components – Technology – Procurement – Operational Assistance – Lessons Learned

Maine
Will Kilbreth
Karynlee Harrington
Stefanie Nadeau
Cindy Hopkins

Connecticut
Lou Polzella
Tia Cintron
Marc Shok

New Hampshire
Bill Baggeroer
Alain Couture
Andrew Chalsma
Mindy Cox

Rhode Island
Art Schnure
Deb Faulkner
Elena Nicolella
Angela Sherwin
Matt Harvey

Vermont
Hunt Blair
Terry Bequette
Betsy Forrest
Joe Liscinsky

NESCIES – Current Status

- Have established a governance structure within MA that includes leadership and staff from the Connector and the Medicaid agency.

- Have hired dedicated IT staff to develop state "shared services" to support HIX and work in collaboration with Systems Integrator.

- Have received encouragement from CMSC and CCIIO to proceed with procurement and next phase of Design, Development and Implementation (DDI) and collaborate with other states to the best extent possible.

MA "Single-Project" approach to HIX and IES technology design and implementation

- Allows the Connector and MassHealth to upgrade and develop new technology infrastructure to meet ACA requirements and enhance customer service and program efficiency

- Coordinated development, procurement, and implementation of HIX and IES technology

- We will have one major SI vendor to work alongside state staff to build and implement

- Receiving extra consideration and funding from Feds for coordination efforts and willingness to support additional states if possible

Key Issue: Integration of HIX and Medicaid Eligibility and Enrollment

- Exchanges are required to determine eligibility for and coordinate enrollment in Medicaid, CHIP, and state health subsidy programs using: (ACA §1413)

- A single, streamlined eligibility form for all programs
  - A "secure, electronic interface"
  - Multiple access points: internet, mail, phone, in person

- See *Guidance for Exchange and Medicaid Information Technology (IT) Systems, Version 2.0 May 2011*

Current MA Eligibility System

Intake, Eligibility and Referral

My Account Page

State Eligibility Systems
- MA21 — Medicaid/CHIP/ HSN Eligibility/ CommCare
- BEACON — SNAP/TANF Eligibility

Workflow
- My Workspace
- eMBR

Claims/Case Management Systems
- MMIS
- BEACON

Shared Services
- Document Management
- Security
- Others

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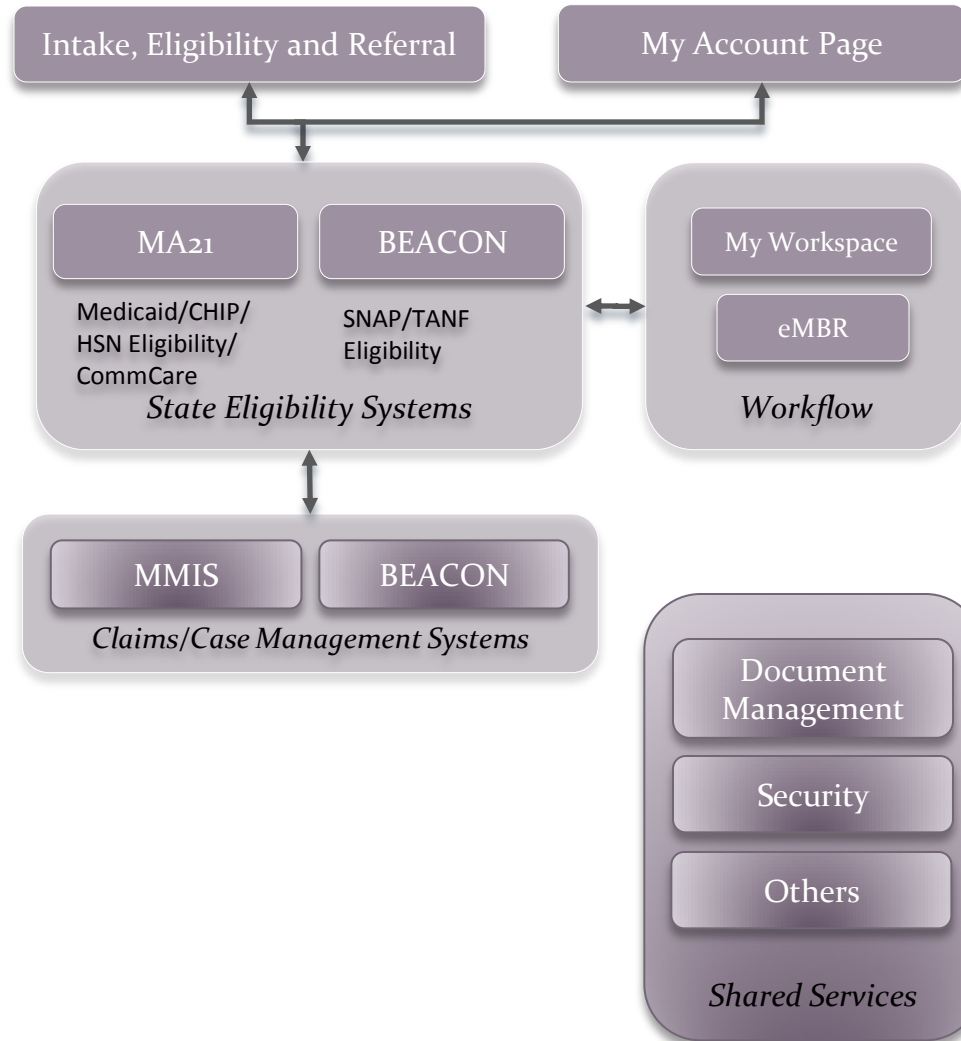
2014 MA Systems (Future Health Insurance Exchange)

* Reusable components
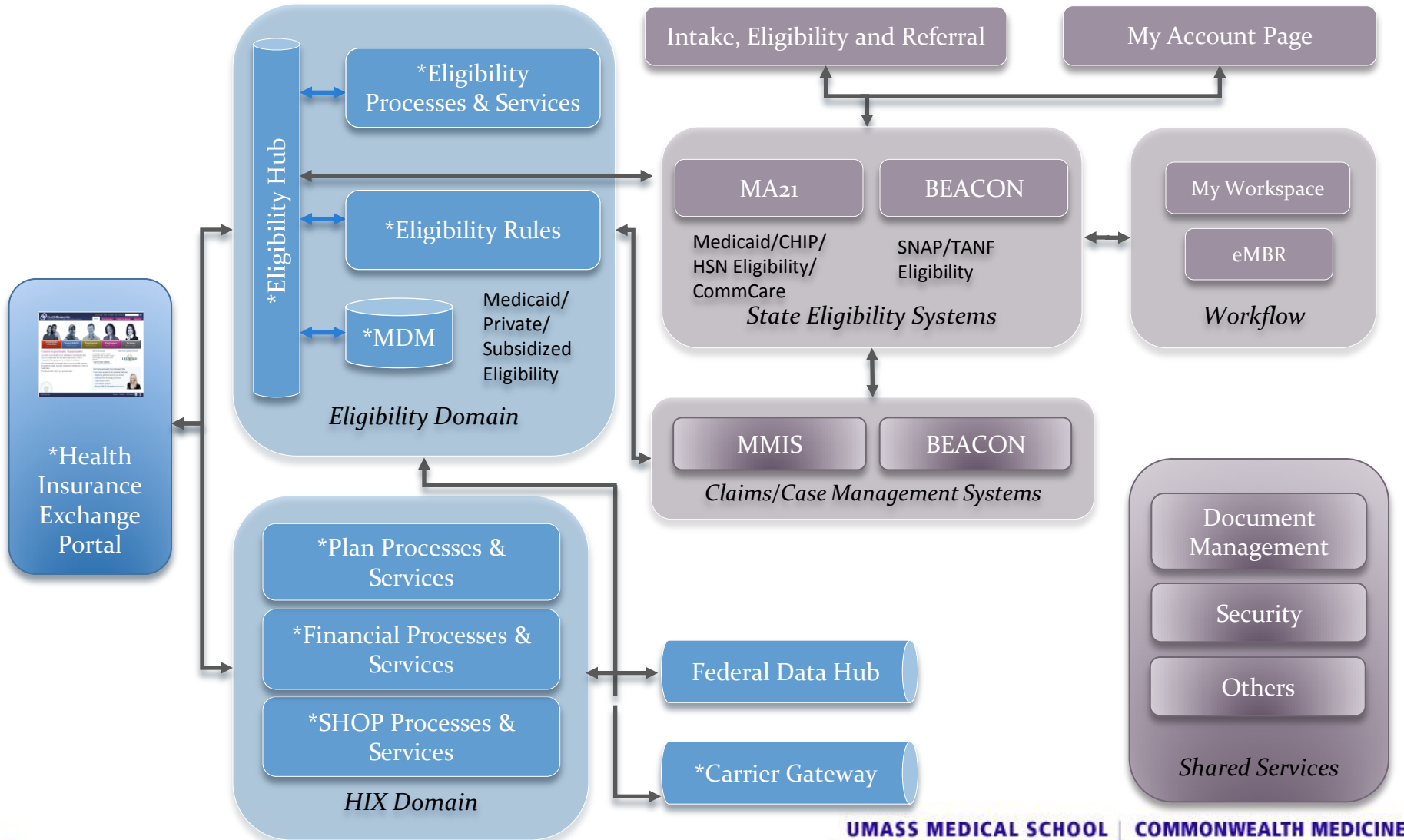
2015 HIX and Integrated Eligibility System

Integrated Portals
- Other EOHHS Programs Portal
- Health Insurance Exchange Portal

Integrated Eligibility Domain
- Eligibility Hub
- Eligibility Processes & Services
- Integrated Eligibility Rules
- MDM — Medicaid/CHIP/ SNAP/TANF/HSN Private/Subsidized Eligibility

Claims/Case Management Systems
- MMIS
- BEACON

HIX Domain
- Plan Processes & Services
- Financial Processes & Services
- SHOP Processes & Services
- Federal Data Hub
- Carrier Gateway

Shared Services
- Document Management
- Security
- Others

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MA HIX-IES "Single-Project" Phases and Funding Sources
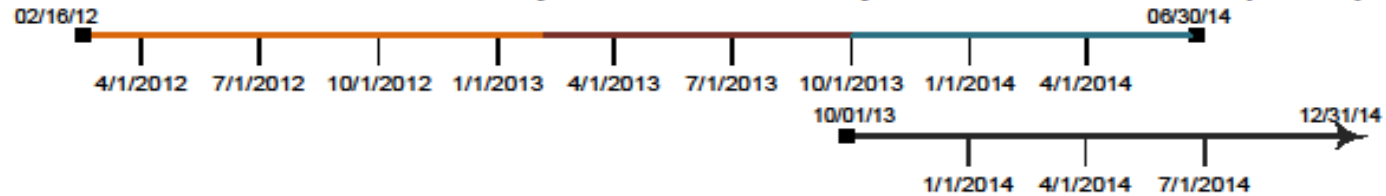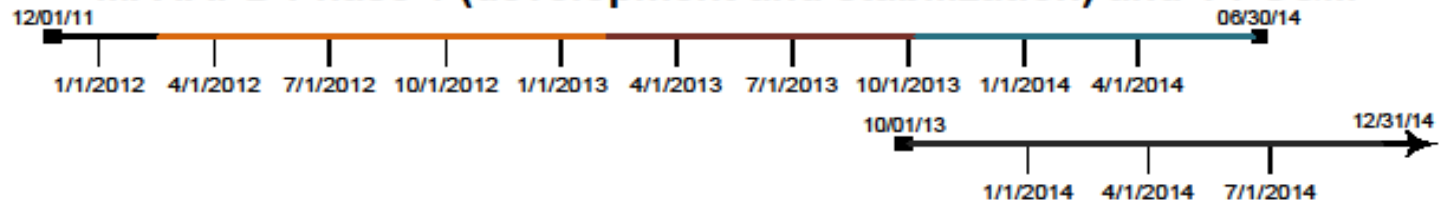
Tiered Approach to Reusability

Tier 1

Share Documents, Process, and Knowledge

Tier 2

Share Code, Library, and Packages

Tier 3

Jointly procure hardware/software and manage deployments
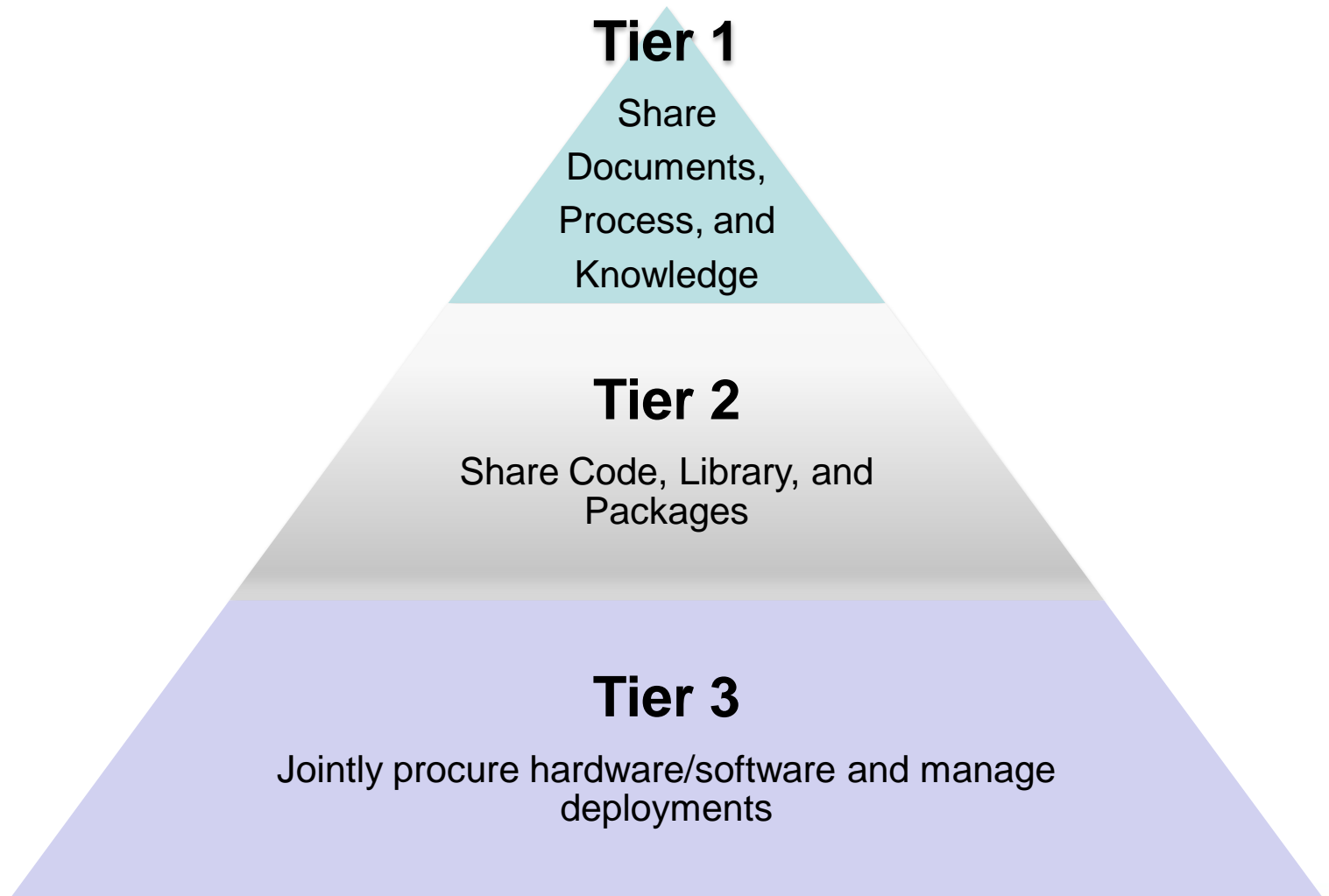
HIX Deployment – Tier 2 Example

Sharable HIX components such as portal, middleware, and database could be deployed by each state in their own datacenter

MA	State X	State Y	
			HIX UI Layer
Rules Engine, BPMS, Application Server	Rules Engine, BPMS, Application Server	Rules Engine, BPMS, Application Server	**HIX Middleware**
Database	Database	Database	**HIX Database**
MDM	MDM	MDM	
Medicaid/CHIP	Medicaid/CHIP	Medicaid/CHIP	
Shared Services	Shared Services	Shared Services	**State Systems**

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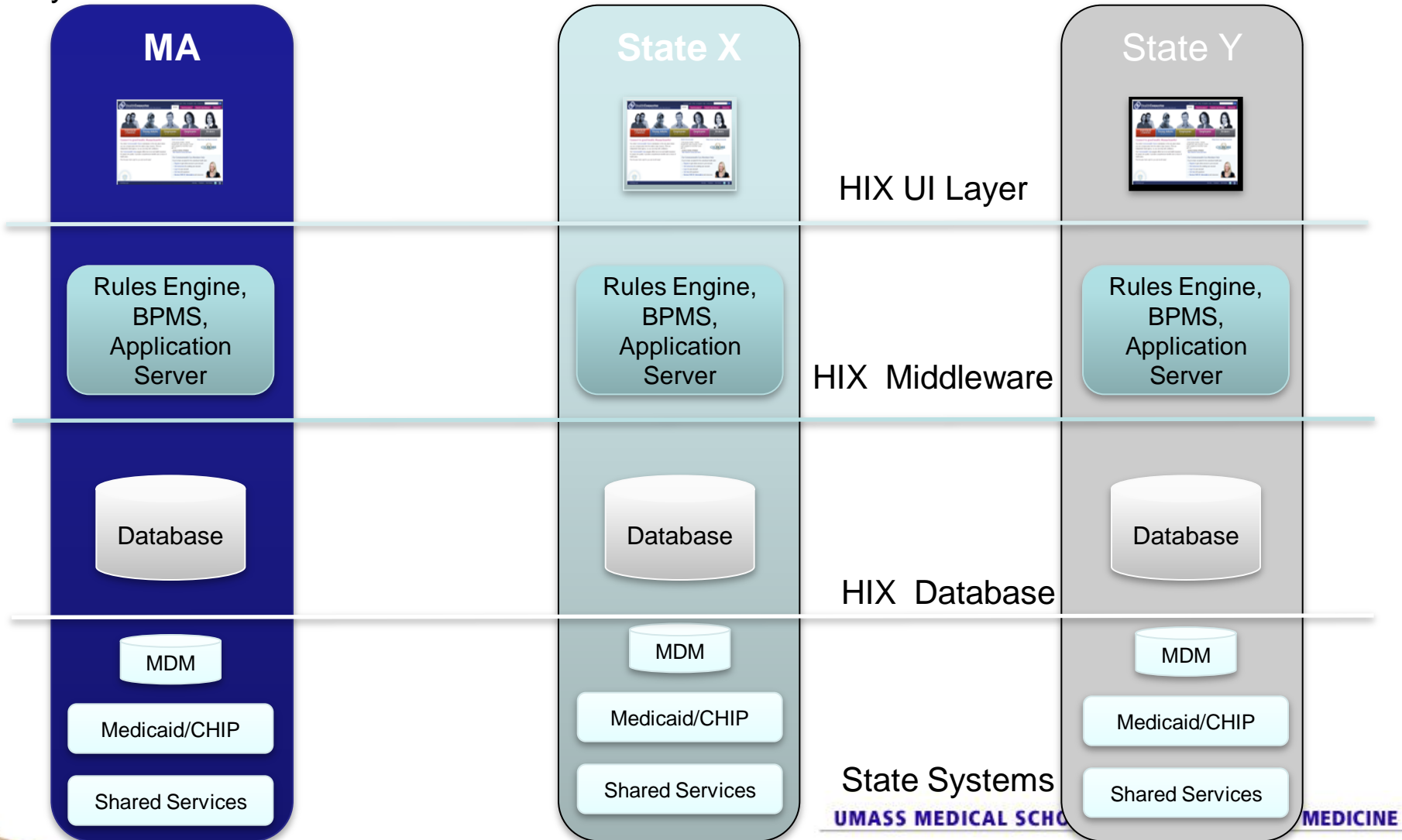
HIX Deployment – Tier 3: Example
HIX portal, middleware and database are available in shared cloud.

Rules Engine, BPMS, Application Server

Rules Engine, BPMS, Application Server

Rules Engine, BPMS, Application Server

Database

Database

Database

Federal Cloud

MDM

Medicaid/CHIP

Shared Services

MassCloud

MDM

Medicaid/CHIP

Shared Services

State X Cloud

MDM

Medicaid/CHIP

Shared Services

State Y Cloud

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Example of Potential Partnership Opportunities linking MA HIX-IES Project and Interstate Reuse

MA HIX-IES "Single-Project" Phases

12/31/14

Timeline: 4/1/2011, 7/1/2011, 10/1/2011, 1/1/2012, 4/1/2012, 7/1/2012, 10/1/2012, 1/1/2013, 4/1/2013, 7/1/2013, 10/1/2013, 1/1/2014, 4/1/2014, 7/1/2014

FDDR: 02/12   PORR: Summer 2012   ORR: Nov/Dec 2012

Planning
02/16/11-1/31/12

Design and Development
02/01/12-03/31/13

Implementation Readiness
04/01/13-09/30/13

System Stabilization (Dev costs)
10/01/13-06/30/14

Operations and Maintenance
10/01/13-12/31/14

Example of Potential Partnership Opportunities linking MA HIX-IES Project and Interstate Reuse

MA HIX-IES "Single-Project" Phases

12/31/14

4/1/2011 7/1/2011 10/1/2011 1/1/2012 4/1/2012 7/1/2012 10/1/2012 1/1/2013 4/1/2013 7/1/2013 10/1/2013 1/1/2014 4/1/2014 7/1/2014

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Operations and Maintenance
10/01/13-12/31/14

Example State A – HIX-IES IT Establishment Project Phases
(Funded by CCIIO Establishment Grants and CMSC Enhanced IES Sources)

IT Planning
07/01/11-1/31/12

Design and Development Partnership
11/01/11-03/31/13

State Partnership for Implementation Readiness
01/01/13-09/30/13

System Stabilization (Dev costs)
10/01/13-06/30/14

State Partnership for Operations and Maintenance
10/01/13-12/31/14

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MA HIX-IES "Single-Project" Phases

12/31/14

4/1/2011 7/1/2011 10/1/2011 1/1/2012 4/1/2012 7/1/2012 10/1/2012 1/1/2013 4/1/2013 7/1/2013 10/1/2013 1/1/2014 4/1/2014 7/1/2014

FDDR: 02/12   PORR: Summer 2012 ORR: Nov/Dec 2012

Planning 02/16/11-1/31/12	Design and Development 02/01/12-03/31/13	Implementation Readiness 04/01/13-09/30/13	System Stabilization (Dev costs) 10/01/13-06/30/14
			Operations and Maintenance 10/01/13-12/31/14

MA Early Innovator (EI) Cooperative Agreement

02/16/13

4/1/2011 7/1/2011 10/1/2011 1/1/2012 4/1/2012 7/1/2012 10/1/2012 1/1/2013

Release	Date	Description
Code Drop #1	4/1/2012 - 6/1/2012	Shared Services, HIX Application Framework
Code Drop #2	6/1/2012 - 8/1/2012	Private Insurance, SHOP, Plan Management
Code Drop #3	8/1/2012 - 12/1/2012	Subsidized Insurance, Medicaid Eligibility, Renewals, Navigator/Broker Portals, Financial Management
Code Drop #4	12/1/2012 - 3/1/2013	Premium Billing, Notices, Business Intelligence / Data Warehouse, Other Interfaces, and Customer Service

Example State A – HIX-IES IT Establishment Project Phases (Funded by CCIIO Establishment Grants and CMSC Enhanced IES Sources)

IT Planning 07/01/11-1/31/12	Design and Development Partnership 11/01/11-03/31/13	State Partnership for Implementation Readiness 01/01/13-09/30/13	System Stabilization (Dev costs) 10/01/13-06/30/14
			State Partnership for Operations and Maintenance 10/01/13-12/31/14

CD #1 6/1/12   CD #2 8/1/12   CD #3 12/1/12   CD #4 3/1/12

NE

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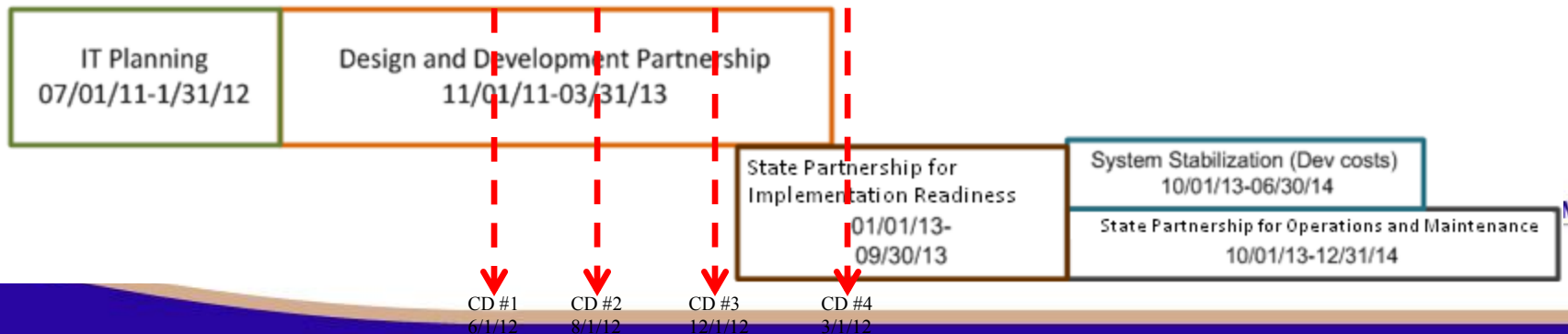
Systems Integrator (SI) Procurement

- SI (one vendor) will build key components for HIX and IES in conjunction with MA team and participating New England states

- Procurement plans:
  - UMass will issue RFR and serve as project and fiscal manager;
  - 5 member Procurement Management Team (PMT) team will be composed of EOHHS (2), Connector (2) and UMass (1) representatives
  - RI and VT will participate as advisory members of MA procurement team

- Will also procure a Independent Verification and Validation (IV&V) vendor for the project

- Final approval from CMS/CCIIO on funding and proposed cost allocation plan pending

MA Systems Integrator Required to Collaborate with Participating States

Work Order 12:

- Develop a reusability plan with the participating New England states including the scope of reusable components and a timeline for reusability milestones.

  - Complete JAD sessions with participating New England States. Synthesize and provide feedback from state sessions, compile lessons learned, and document ways to improve and expand reusability opportunities.

- Identify reusable components and support components sharing to selected and agreeable New England states.

- Propose a plan to provide, at minimum, one qualified, senior-level technical architect to each state. This architect will act as a staff resource and liaison to support the goals and activities of selected New England state throughout the entirety of the HIX/IES Project.

- Contractor's resources will work directly with New England states designated by the Commonwealth to support knowledge transfer, and to support implementation efforts with each state's IT staff and vendors.

Rhode Island's Experience: NESCIES Participant

- Lessons Learned
  - Expedited info sharing & learning together
  - Procurement (design & development)
  - Develop common language
- Challenges
  - Risk Mitigation
  - Procurement (defining corresponding strategy)
  - Technical starting points and long-term capacity

For Discussion:

- How should we (smaller states) describe "reusability" expectations in procurement and contracts, and what practical considerations will we need to address?

  - Technical

  - Contract requirements

  - Ongoing maintenance/operation

- Assuming ongoing systems costs will be too high for smaller states to sustain, what creative approaches should we consider (and even implement together) to minimize our collective long-term costs? What tools do we have?

  - Vendor contracting strategies

  - Partnership/"smaller states" consortium

  - Opportunities with Innovator states

  - Other?

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Acknowledgements

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- The NESCIES project is a collaborative effort with:
  - New England States Consortium Systems Organization (NESCSO)
  - Massachusetts Executive Office of Health and Human Services
  - Massachusetts Health Connector
  - The University of Massachusetts Medical School
  - State health and human services agencies and insurance departments in Connecticut, Maine, New Hampshire, Rhode Island, and Vermont
- For more information, see www.nescies.org

For More Information

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