

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Michael Gilbert

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Agency: Department of Social Services

Project: MMIS replacement project

Project Manager: DSS EPMO/Medical Operations

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: \$1,600,000

Total Funds Allotted to Agency: \$1,600,000

Accumulative Total Capital Fund Expenditures to Date: \$1,522,324

Brief Project Description/Summary:

The purpose of this project is to conduct the required and necessary activities to research and plan for the requirements, procurement and transition/conversion to a new Medicaid Management Information System, a new Decision Support system and fiscal agent operations. This is essential in order to meet the contractual timeframes of a rebid or the agency will not have any viable contractual vehicle to continue the Fiscal Agency related services for the MMIS system that provides the administration of the State's Medicaid Program.

A critical activity that is required to receive federal funding participation (FFP) at 90% for the design, development and implementation (DDI) of the new system is submitting the states' updated MITA assessment as well as an Implementation Advanced Planning Document (IAPD).

The CMS MITA initiative is intended to foster integrated business and IT transformation across the Medicaid enterprise to improve the administration of the Medicaid program and support improved systems development and health care management for the Medicaid enterprise. MITA has a number of goals, including development of seamless and integrated systems that communicate effectively through interoperability and common standards. There have also been significant changes in business requirements, federal requirements and technology landscape since the implementation of the current system in 2007. This necessitates a holistic planning process to ensure the best return on investment.

Summary of Progress Achieved to Date:

MITA Assessment

DSS and its vendor HealthTech Solutions completed the more arduous Business Architecture assessments December, requiring assessments of 80 DSS business areas ranging from Business Relationship Management to Care Management. Flowing from the results of the Business Architecture assessments, the Information and Technical Architecture assessments were conducted with key business owners, IT staff, and SMEs and completed in January. The outcomes of these sessions produced a draft of CMS prescribed scores related to data management, common data architecture, enterprise data modeling, technical management strategies and standards, and technical capabilities. The assessment outcomes from the Business, Information, and Technical Architectures will support the final efforts to apply CMS' Seven Standards and Conditions to Connecticut's Medicaid Enterprise System. This will enable the state to identify future goals in IT maturity and to receive enhanced federal matching funds for Medicaid Information Technology requests. The completion of the Seven Standards and Conditions Capability Matrix is expected March. This will support the final deliverables, a gap analysis of current efforts and a MITA Roadmap that will inform the Department on the best strategies to procure a new MMIS with enhanced federal funding.

Strategic Planning

- Received sign-off on Project Charter
- Reviewed the Vision, Mission and Goals with DSS Management and Leadership
- Updated and reviewed Vision, Mission and Goals with the Executive Team and received sign-off
- Conducted individual meetings with key members of the DSS Leadership to discuss approach Communications and Voice of Customer (VOC)
- Reviewed Strategic Planning process with the Executive Team
- Started drafting the Strategic Planning Handbook that will be used to guide rollout of Strategic Planning across DSS

EPMO

- Updated EPMO Project Management Plan based on the feedback from the Executive Team and received sign-off.
- Drafted the Project Selection Guide
- Planned set up and transition of key EPMO templates and documentation to the DSS Intranet site
- Continued work on identifying Shared Services components and exploring opportunities for collaboration with additional agencies within Health and Human Services
- Researching Shared Services work from CO and ID to gain insight and explore applicability for CT
- Started planning EPMO sustainability and knowledge transfer with key DSS staff

6/30/17 Update:

- MITA Roadmap is the only MITA deliverable which is not yet finalized..
- As part of the next phase, team is researching the material from other States, CMS RFP guidance and other relevant literature in preparation of documenting requirements for RFP; primary focus is on Independent Verification and Validation (IV&V), Data Management Strategy (DMS), Technical Management Strategy (TMS), MMIS Concept of Operations, and Next Gen Medicaid IAPD.
- The Integrated Services Strategic Planning pilot is underway
- Planning has started for broader agency-wide SP Kick-off meeting
- Continued to monitor and update plan for the EPMO Portfolio
- Continued work on the requirements for EPPM tool for portfolio monitoring and reporting
- EMS/CEM System Decommissioning project intake form and business case were reviewed and feedback provided to the business lead
- EPMO team is collaborating with other agencies to share MITA work and explore opportunities for building Shared Services and components.
 - Drafted high level requirements for Waitlist Management and Provider Management for Child Care.
 - Reviewing DPH request for Immunization Registry work.

12/31/17 Update:

- All MITA deliverables have been completed and the Department has moved into planning and developing for the modular MMIS system replacement, known as CT METS for Connecticut Medicaid Enterprise Transformation System
- A CT METS IAPD federal funding request and the corresponding IT Capital Fund request are under development
- The agency strategic planning efforts are complete and implementation and monitoring has begun (including the Integrated Services pilot)
- The EPMO continues to build agency support tools for project implementation and facilitates project management and coordination

6/30/18 Update:

- A CT METS IAPD federal funding request and the corresponding IT Capital Fund request are under development
- The agency strategic planning implementation and monitoring efforts continue and are now operationalized in the agency.
 - A CT METS IAPD federal funding request and the corresponding IT Capital Fund request were developed. The IT Capital Fund request was approved and the CT METS project was still under federal review as of June 30, 2018
 - The EPMO continues to build agency support tools for project implementation and facilitates project management and coordination

12/31/18 Update:

- The agency strategic planning implementation and monitoring efforts continue and are now operationalized in the agency.
- A CT METS IAPD federal funding request and the corresponding IT Capital Fund request were approved. This MMIS Replacement project supported all work on the three foundational procurements for the CT METS project up until the federal approval in late July. These procurements are now supported by the CT METS project APD and IT Capital Investment Fund allocation.
- The EPMO continues to build agency support tools for project implementation and facilitates project management and coordination

6/30/19 Update:

- The EPPO continues to build agency support tools for project implementation and facilitates project management and coordination

12/31/19 Update:

The EPPO continues to build agency support tools for project implementation and facilitates project management and coordination.

6/30/20 Update:

The EPPO continues to build agency support tools for project implementation and facilitates project management and coordination. Emphasis over the past six months has been in support of the Department's COVID response, in particular to support the conversion to telework and standing up new system functionality necessary to support COVID programs and services.

12/31/20 Update:

The EPPO continues to build agency support tools for project implementation and facilitates project management and coordination as well project prioritization. The more recent focus has remained on supporting the Department's COVID response, in particular to support the standing up of new system functionality necessary to support COVID programs and services.

6/30/21 Update:

The EPPO has fully developed project prioritization and governance workgroups within the Department. Project ideation templates and project evaluation have been developed in support of these workgroups. Additionally supports provided include Benefit Center business process work, assistance with reopening efforts, and knowledge transfer strategies.

Issues and Risks:

None to report at this time.

12/31/20 Update:

The resources associated with this project have shifted priorities as a result of the public health emergency and have been supporting the Department with the coordination of its response to the PHE.

6/30/21 Update:

No risks to report.

Next Steps & Project Milestones:

Completion of the full MITA assessment in May 2017

6/30/17 Update:

Completion of MITA Roadmap. Begin efforts to develop IAPD and procurement documents in support of initial steps to plan and develop Next Gen Medicaid enterprise solutions. Complete Integrated Services strategic planning process and begin agency-wide strategic planning effort.

12/31/17 Update:

Complete CT METS IAPD and IT Capital Fund request; continue project planning efforts. Move to implementation of the Strategic Plan. Continue to build EPPO support tools and processes.

6/30/18 Update:

A new EPPO project director has been hired and the EPPO build out and maturity will continue to proceed and evolve. Support for the CT METS will continue as that project transfers to its own dedicated project effort after federal approval.

12/31/18 Update:

The EPPO build out and maturity continues to proceed and evolve. EPPO support for the CT METS will continue as that project transfers to its own dedicated project effort after federal approval.

6/30/19 Update:

The EPPO build out and maturity continues to proceed and evolve. EPPO support for the CT METS continues as does support for other major Department initiatives.

12/31/19 Update:

The EPPO build out and maturity continues to proceed and evolve. EPPO support for the CT METS continues as does support for other major Department initiatives.

6/30/20 Update:

The EPPO will continue to support the Department's COVID response, in particular to support the re-opening strategy and to continue efforts regarding new system functionality necessary to support COVID programs and services

12/31/20 Update:

The EPPO continues to support the Department's response to the public health emergency, in particular to continue efforts regarding new system functionality necessary to support COVID programs and services and to maintain Maintenance of Effort (MOE) requirements under Medicaid to ensure compliance with enhanced FMAP requirements.

6/30/21 Update:

Efforts to mature the project prioritization and governance workgroups and support tools will continue. The EPPO will also be engaged in supporting the transition to a greater state staff component for the EPPO.