



Managed Care Organization (MCO) Integration Project Status Report

07/17/2017



July 25, 2017

The Honorable Edward J. Kasemeyer
Chair
Senate Budget and Taxation Committee
3 West Miller Senate Building
Annapolis, MD 21401-1991

The Honorable Maggie McIntosh
Chair
House Appropriations Committee
121 House Office Building
Annapolis, MD 21401-1991

Re: 2017 Joint Chairmen's Report, Page 27, Budget Code D78

Dear Chair Kasemeyer and Chair Conway,

Pursuant to page 33 of the Joint Chairmen's Report of 2017, the Maryland Health Benefit Exchange (MHBE) respectfully submits this report on the Managed Care Organization Information Technology Project.

The report will provide you with an overview of the project, the benefits we anticipate as a result, and the current status of the project. We are excited for the opportunity to provide a more streamlined experience for Marylanders that will not only provide a greater customer service experience but will also reduce costs to the State by ensuring Medicaid recipients are enrolled quicker in a managed care health plan.

If you have any questions regarding this report, please contact Venkat Koshanam, Chief Information Officer, at (443) 713-4267.

Sincerely,

A handwritten signature in black ink, appearing to read "Howard M. Haft", written over a white background.

Howard M. Haft, M.D., Interim Executive Director
Maryland Health Benefit Exchange

Enclosure

Cc: Dennis Schrader, Chair, Maryland Health Benefit Exchange
Jennifer Mcilvaine, Office of Budget Analysis

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1 OVERVIEW

The Maryland Health Benefit Exchange (MHBE) is in the process of implementing a Managed Care Organization (MCO) Information Technology (IT) project that will fully integrate MCO plan shopping process through the Exchange's consumer and worker portals. Specifically, Medicaid-eligible consumers will be provided with an option to select an MCO during the application process. The project is scheduled to be implemented by September 2017 ahead of the next open enrollment period starting on November 1, 2017.

The following are the highlevel scope items of the initiative:

- ❖ Implement MCO plan selection option through the MHBE Health Benefit Exchange (HBX) solution.
- ❖ Increase operational efficiency by providing seamless integration of plan selection and Medicaid enrollment online, thereby significantly reducing the consumer wait time to receive benefits from 15 to 5.
- ❖ Strengthen MHBE's security environment for exchange of data with MDH (DHMH), DHS (DHR), CMS, and the IRS.
- ❖ Integrate Provider Directory with the HBX, removing the dependency on external provider search portal (CRISP).

2 BENEFITS

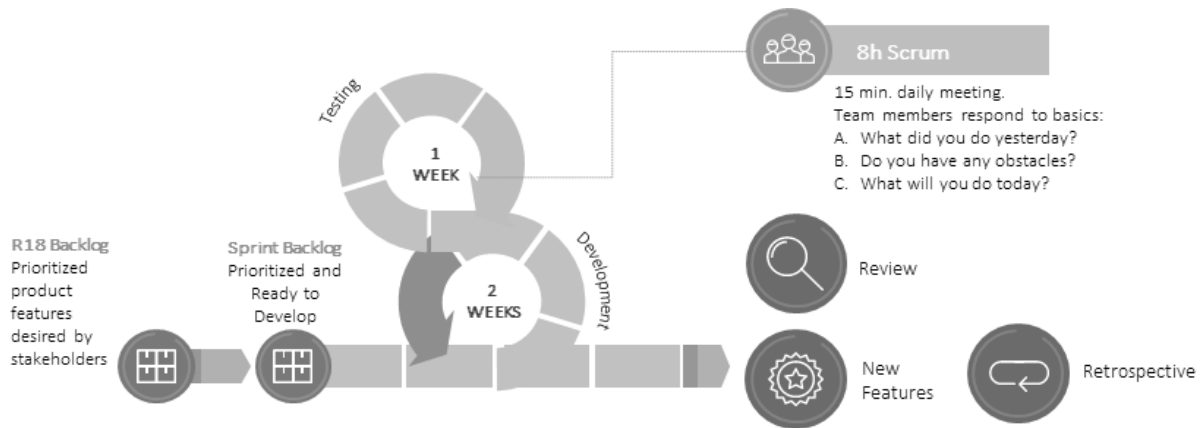
The Maryland Health Benefit Exchange (MHBE) Managed Care Organization (MCO) Information Technology (IT) project achieves the following operational and cost efficiencies.

- ❖ A single point of entry for Medicaid eligibility determination and MCO plan shopping.
- ❖ Improved consumer experience through seamless integration and faster service.
- ❖ Expedited MCO enrollment allows recipients to take advantage of value-added services and care coordination.
- ❖ Significant improvement in time to begin MCO plan coverage results in cost savings because of less reliance on expensive Fee-For-Service program for extended period.

3 METHODOLOGY

The project has adopted an hybrid approach for implementing best practices from both Waterfall and Agile methodologies to develop usable output (product, functionality and/or enhancement) in every Sprint.

This approach has enabled receiving frequent and timely stakeholder feedback while continuously meeting project milestones. The following illustrates the hybrid Scrum project methodology adopted to deliver testable units of functionalities in smaller chunks throughout the project life cycle.



4 STATUS

MHBE PMO reviews project status, major issues or risks, and resolves conflicts regarding resources, schedules and priorities on a weekly basis. Defect management tool JIRA has been used for compilation, prioritization and monitoring of all action items, tasks and defects. IT Change Management process is utilized to manage scope and stakeholder expectations.

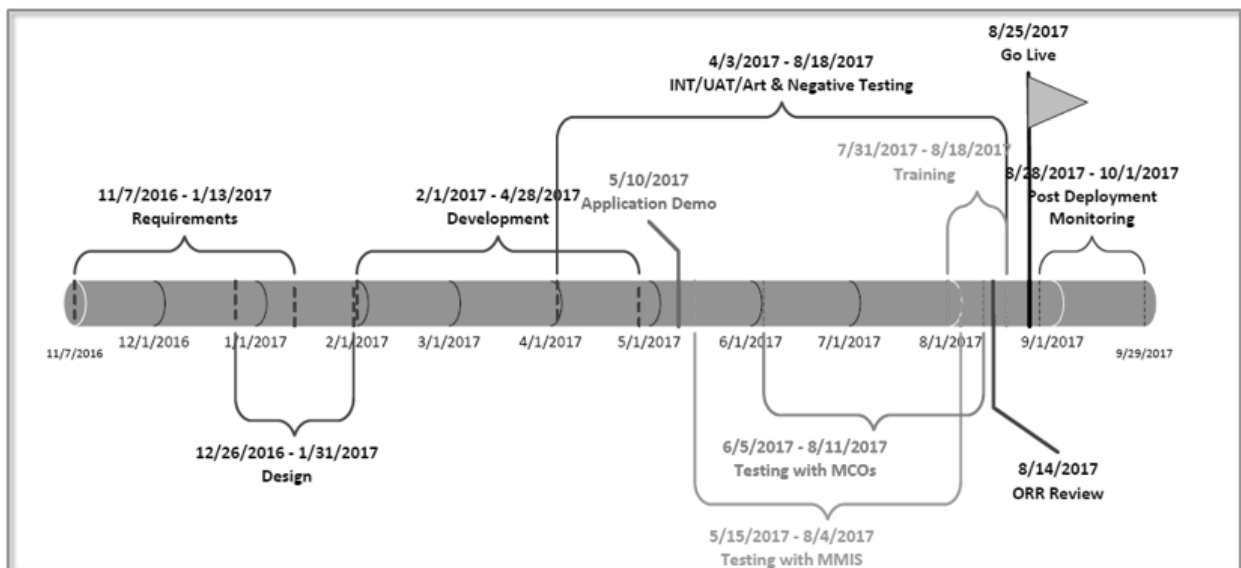


Figure 4-1 Project Timeline

The project is *on track* for implementation by September 2017 as originally scheduled. The table below tracks the core functionalities currently under testing and the targeted completion dates.

#	Description	Scheduled Completion Date
1	MCO - Initial Application	07/21/2017
2	MCO - Change Reports (CR)	07/28/2017
3	MCO - HSNI Interface	07/28/2017
4	MCO - A&N Interface	07/28/2017
5	MCO - Provider Directory	07/28/2017
6	MCO - Batches	07/28/2017
7	MCO - Notices	07/28/2017
8	MCO – Non-MAGI	07/28/2017
9	MCO – Data Conversion Testing	08/04/2017
10	MCO - Mobile App Initials End-to-End	08/04/2017
11	MCO - Mobile App CR End-to-End	08/04/2017
12	MCO - Reports (STG)	08/11/2017
13	Stakeholder - MMIS Testing	08/11/2017
14	Stakeholder - MCO Testing	08/11/2017
15	Stakeholder - A&N Testing	08/11/2017
16	Stakeholder - App Testing	08/11/2017
17	Load Testing	08/16/2017
18	Training	08/18/2017
19	Operational Readiness	08/25/2017

5 CONCLUSION

The MCO Plan Shopping Integration project leverages shared resources across MDH and MHBE, realizes cost efficiencies through systems integration and cross collaboration to deliver high-quality and affordable health-care coverage to Marylanders. More than 1 million Marylanders enrolled into Medicaid will get a chance to select MCO plans in real-time. The project is on-track for successful implementation by September 2017 as originally scheduled.