

MMIS Status Report Joint Legislative Oversight Committee

December 11, 2012

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MMIS Schedule Update

Overview

2012											2013							
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	
BSIT																		
UBAT																		
System Soft Freeze																		
				System Hard Freeze														
				FIT														
						FSIT												
							User Acceptance Testing (UAT)											
									UAT for Providers									
							Prod Simulation Testing (PST)											
							Operational Readiness March 1, 2013											
												Provider Operational Perparedness						
												Operational Start July 1, 2013						

Replacement MMIS Current Status

- On schedule for a July 1, 2013 operational start
- User Acceptance Testing in progress by the State
 - Scheduled to complete on January 16, 2013
 - UAT for Providers
- Production Simulation Testing in progress by CSC
 - Scheduled to complete on January 16, 2013
- Changes after System Freeze
 - Development underway
 - Planning for additional testing activities that are required
- Continuing design of the Eligibility Interface
 - NCFAST and MMIS are on different timetables
 - Temporary interface required until NCFAST is completely rolled out

User Acceptance Testing

- Began, as scheduled, on August 29, 2012
- Scheduled to complete on January 16, 2013
- State testing of the complete system
- Individual portions of system functionality
- End to End business functionality
- UAT for Providers

UAT for Providers

- Opportunity for selected providers to use the new system
- Began on November 13 – Completes January 11
- Groups of providers in Raleigh for up to four days
- Activities
 - Training
 - Working with the Provider Portal
 - Claims adjudication
- Worked with 23 Provider Associations for nominees
 - 37 providers nominated by 8 associations
 - Dental
 - Pediatrics, Novant, CCNC
 - LMEs
 - Public Health
 - Nursing Homes, Home & Hospice
 - Hospitals

UAT for Providers

Feedback from Participants

- Three dental groups participated in the first week (11/13/12)
 - Liked the detailed history and the reduction in paperwork
 - Excited about not having to call an 800 number for eligibility information
 - Similar to what Virginia uses for their Medicaid system
 - Providers can't wait until it is operational
- Two Public Health provider groups participated in week 2 (11/26/12)
 - User friendly and intuitive
 - Really impressed with the system
- Four Professional provider groups participated in week 3 (12/3/12)
 - Really liked the Prior Approval functionality. It will make things go faster
 - Appreciated being able to do so much from one portal
 - Liked being able to attach documents, eliminating some mail

Production Simulation Testing

- CSC Testing and Engineering to confirm and improve system operation and performance
- Interface Testing
- Performance Optimization
- Nightly schedule automation
- Comparative Testing
 - Automated comparison of processing results from Legacy to Replacement
 - 5,000 Claims Tested in Phase 1
 - 1,200,000 Claims Tested in Phase 2
 - Reconcile differences between Legacy Systems and Replacement MMIS identified in a claim by claim comparison
- Began, as scheduled, on August 29, 2012
- Scheduled to complete on January 16, 2013

MMIS Legacy System Synchronization

- Plan: Incorporate all applicable changes to the Replacement MMIS that have been made to the legacy systems since the requirements were defined for the new system
- Modifications to the legacy solutions continued after the system freeze date due to mission critical Medicaid changes
- Over 15,000 changes to the Legacy MMIS
 - 2,043 have occurred since the Replacement MMIS RFP was released in July 2007
- Limitations to the level of change that can be made to the system once final testing begins while maintaining quality
 - System soft freeze began on March 2, 2012 – Hard freeze began on May 31, 2012
 - User Acceptance Testing (UAT) began August 29, 2012
 - Changes approved after freeze date not available for current UAT

MMIS Legacy System Synchronization

- Additional capacity for change allocated
- Move Operational Readiness Date from March 1, 2013 to July 1, 2013 to accommodate additional Medicaid changes
- Maintain July 1, 2013 Operational Start
- Use capacity originally allocated to ICD-10
 - Federally required compliance date moved from October 1, 2013 to October 1, 2014
 - Work continues on ICD-10 in preparation for system changes
- Additional Final Integration and User Acceptance Testing Period
 - April / May 2013
 - Overlap additional testing with the execution of Provider Operational Preparedness (POP)

MMIS Legacy System Synchronization

- Additional Synchronization Gap
 - Additional CSRs are currently in the CSC backlog to be implemented that will not be addressed by operational start
 - Post operational start software releases:
 - October 1, 2013
 - January 1, 2014
 - Manual workarounds
- MMIS Systems are under constant revision
 - Legacy MMIS currently has 122 revisions outstanding
 - For example, Legacy System Change #13568 is currently under development and has been outstanding since May 7, 2009 – over three years.

Transition Planning Strategy

Transition	Strategy
Fiscal Agent Services Fiscal Agent Operations System Data	Functions to be transitioned from HP (DMA & DMH) and DHHS (DPH) to CSC. Transition and Deployment Planning Underway with HP and CSC.
DHHS Business Functions Staff Using New System to Perform Business Functions	Organizational Change Management planning is underway. First sessions scheduled for December 2012.

Transition Planning Deployment Planning Approach

Iteration	Content
Initial Framework (Delivered 11/26/2012)	Establishes the concept, structure, and layout of the deliverable, with a focus on the introductory information, high-level activity/task and schedule definition, establishment of assumptions and constraints, templates and integration with related documents.
Iteration 2 (Delivery 1/31/2013)	Focuses on the detailed rollout and deployment schedule/activities, post deployment activities, organization rolls and responsibilities, continued refinement of assumptions and constraints, populating the templates, and details of the back out plan.
Iteration 3 (Delivery 3/31/2013)	Continued expansion of the detailed rollout and deployment schedule/activities, expansion of the post deployment activities, finalization of the organization rolls and responsibilities, continued refinement of assumptions and constraints, continued refinement of the back out plan details.
Final Iteration (Delivery 5/31/2013)	Wrap-up of the detailed rollout and deployment schedule/activities, wrap-up of the post deployment activities, wrap-up of assumptions and constraints, wrap-up of the back out plan details.

Costs – Actual Costs To Date

Replacement MMIS Project			
Actual Costs January 1, 2009 through October 31, 2012			
	OMMISS	Divisions	Total
Vendor Costs:			
CSC	\$124,562,371	-	\$124,562,371
IV&V and Testing	\$6,751,761	-	\$6,751,761
Internal Costs¹	\$27,473,097	\$2,094,071	\$29,567,168
Total	\$158,787,229	\$2,094,071	\$160,881,300
¹ Includes Program-Level Support for all projects: MMIS, Reporting & Analytics, BPAS, MIPS, Budget & Forecasting, Health Choice, MAS, Provider PT/PS , etc.			

Costs – Projected Development Costs

Replacement MMIS Project Includes MITA, ICD-10 and 5010 Projected Total Costs			
	OMMISS	Divisions	Total
Vendor Costs:			
CSC	\$196,604,862	-	\$196,604,862
IV&V and Testing	\$9,939,959	-	\$9,939,959
Internal Costs¹	\$39,409,857	\$2,274,071	\$41,683,928
Total	\$245,954,678	\$2,274,071	\$248,228,749

¹ Includes Program-Level Support for all projects: MMIS, Reporting & Analytics, BPAS, MIPS, Budget & Forecasting, Health Choice, MAS, Provider PT/PS , etc.

Costs – Replacement Operations & Maintenance

Replacement MMIS Project		
Operations and Maintenance Costs		
	Average Annual Costs	5 Year Total
Vendor Costs:		
CSC	\$34,903,873	\$174,519,365
Internal Costs ¹	\$3,018,936	\$15,094,680
Total	\$37,922,809	\$189,614,045
¹ Includes Program-Level Support for all projects: MMIS, Reporting & Analytics, BPAS, MIPS		

Costs – Legacy Operations & Maintenance

Legacy Systems Operations and Maintenance Costs Systems Being Replaced by MMIS		
	SFY 11-12 Costs	Projected 5 Year Costs¹ SFY 13-14 thru SFY 17-18
Vendor Costs:		
HP - MMIS ²	\$57,625,610	\$324,574,069
ACS - PA	\$2,595,996	\$14,621,849
HP - IPRS (DMH)	\$4,793,028	\$26,996,549
POMCS (DPH)	\$197,296	\$1,111,262
Vendor Costs Total	\$65,211,930	\$367,303,729
Internal Costs	\$1,793,883	\$10,103,978
Total	\$67,005,813	\$377,407,708
¹ Assumes a 3% annual increase		
² Assumes current 8.5% discount continues thru SFY 17-18		