

MMIS Status Report Joint Legislative Oversight Committee

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NCMMIS+ Program

- Schedule Update
- Risks

MMIS Schedule Update



MMIS Schedule Update

Important Terms

- Build – The MMIS implementation is managed in builds. Each build designs, develops, and tests system functionality:

Build	Description	Build	Description
5	Provider	14.1	Reference
6	Recipient	14.2	Pend Resolution
7	Eligibility Verification	15.2	MAR
8	Non-Electronic Submissions	16.1	Health Check
9	Pharmacy Claims	16.2	Drug Rebate
10	Medical Claims	17	Call Center
11/15.1	Financial	18	AVRS
12	Prior Authorization	19	HIPAA 5010
13.1	Managed Care	20	SAS Reports
13.2	Third Party Liability		

MMIS Schedule Update

Important Terms cont'd

- On Schedule:
 - For CSC - Milestone achieved as specified in the Integrated Master Schedule associated with CSC Contract Amendment 2. This schedule was established in March 2011 and Contract Amendment 2 was signed by the State in July 2011
 - For Truven (formerly Thomson Reuters) – Milestone achieved as specified in the Integrated Master schedule associated with Truven Contract Amendment 2. This schedule aligns with the July 1, 2013 operational start for the Replacement MMIS

MMIS Schedule Update

Completed Activities

- Build System Integration Testing (BSIT)
 - Tests functionality developed in an individual build integrated with the other system components
 - Last BSIT completed on schedule – May 17, 2012
- Final Integration Testing (FIT)
 - Tests functionality from all builds working together
 - FIT completed on schedule – July 27, 2012
- Final System Integration Testing (FSIT)
 - End to end functional tests
 - Successful completion required for State User Acceptance Testing
 - FSIT completed on schedule – August 27, 2012

MMIS Schedule Update

Completed Activities cont'd

- User Build Acceptance Testing (UBAT)
 - State testing of individual builds
 - Early insight into system functionality and quality
 - Performed for selected functionality
 - Provider
 - Recipient
 - Eligibility Verification
 - Non-electronic Submissions
 - Claims
 - Final UBAT, Claims, completed on schedule - August 24, 2012

MMIS Schedule Update

Current Activities

- User Acceptance Testing (UAT)
 - State testing of the complete system
 - Individual slices of system functionality
 - End to End business functionality
 - Provider Early View of MMIS
 - Began as scheduled - August 27, 2012
 - Scheduled to complete on January 16, 2013

MMIS Schedule Update

Current Activities cont'd

- Production Simulation Testing
 - CSC Testing and Engineering to confirm and improve system operation and performance
 - Interface Testing
 - Performance Optimization
 - Nightly schedule automation
 - Began as scheduled on August 27, 2012
 - Scheduled to complete on January 16, 2013

MMIS Schedule Update Overview

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

MMIS Schedule Update

Future Activities

- Provider Early View During UAT
 - Opportunity for selected providers to use the new system
 - Begins on November 12 – Completes in early January
 - Groups of providers in Raleigh for up to four days
 - Test claims submitted in mid-October
 - Activities
 - Training
 - Working with the Provider Portal
 - Claims adjudication
 - Worked with 23 Provider Associations for nominees to participate
 - 38 providers nominated by 8 associations
 - Selection finalization underway

MMIS Schedule Update

Future Activities cont'd

- Transition to Operations Planning
 - A high-level Transition to Operations (TTO) plan was included in the CSC Integrated Master Schedule
 - The Deployment Plan provides the more detailed sequence of activities required to transition from the legacy solutions to the Replacement MMIS. The draft Deployment Plan is expected in September 2012
 - The Deployment Plan will be jointly reviewed by the State and related vendors

MMIS Schedule Update

Future Activities cont'd

- Operational Readiness Milestone
 - "... the Replacement MMIS is operational substantially as a whole and capable of generating official data of record..."
 - Scheduled to be achieved no later than February 28, 2013
 - Depends on the State's acceptance of the system
- Provider Operational Preparedness (POP)
 - Begins at Operational Readiness and completes by June 30, 2013 (four months)
 - Provider groups to receive Remittance Advices from the new NCTracks solution for up to two claims cycles, for comparison with those received from the legacy system

MMIS Schedule Update

Future Activities cont'd

- Operational Start
 - Replacement MMIS begins generating the official data of record
 - Scheduled for July 1, 2013
- Affordable Care Act (ACA) Implementation
 - CSC has analyzed the high-level impacts associated with supporting the ACA based on the Medicaid Lite Product Design and create a rough order of magnitude (ROM) estimate
 - Meetings are scheduled with DMA and PCG to confirm the assumptions used in the estimate and validate the feasibility of implementation by January 1, 2014

Reporting & Analytics (R&A) Schedule

- Solution provided by Truven (formerly Thomson Reuters)
- R&A provides CMS mandated components:
 - Fraud and Abuse
 - Decision Support
 - Data Warehouse
- On Schedule to receive data from the Replacement MMIS beginning on July 1, 2013
- Early Implementation of Fraud and Abuse (JSURS) component based on legacy data warehouse
 - Operational start in late September, 2012

Business Process Automation System

- Solution provided by GL Solutions
- Used by Division of Health Service Regulation (DHSR)
- Certificate of Need (CON) and Construction stages of the system in operations
- Additional stages under development and testing:
 - Licensure & Certification
 - Health Care Personnel Registry
 - Center for Aide Regulation and Education
- Schedule under evaluation to meet the needs of the division based on lessons learned from the implementation of CON and Construction
- Web Access will allow Internet-based annual license renewal

Risks



MMIS Legacy System Synchronization

- Goal: 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
- Reality: Change to the legacy solutions has occurred at too high a rate to be matched during the development and testing of the Replacement MMIS
 - State Fiscal Reality
 - Healthcare Policy Changes

MMIS Legacy System Synchronization cont'd

- Limitations to the level of change that can be made to the system once final testing begins while maintaining quality
 - System freeze began on March 2, 2012
 - CSC has allocated an additional 16,384 hours of change capacity beginning in August, 2012
 - Additional capacity solves only part of the problem
 - Currently CSC change backlog of items already introduced into the legacy solution: 141 CSRs
 - Additional capacity allows 26 of these CSRs to be implemented prior to go live
 - Next software release scheduled for October 1, 2013 - 20,000 hours

MMIS Legacy System Synchronization cont'd

- Mitigation Strategy:
 - Ensure that the right CSRs are implemented to utilize the available capacity
 - Identify opportunities for temporary manual workarounds
 - Identify policy alternatives to enact until changes can be implemented

MMIS Integration with NCFAST

- The Affordable Care Act (ACA) accelerated the schedule for the NCFAST Medicaid Eligibility Determination functionality
 - Originally, would have been completed after the operational start of the Replacement MMIS
 - NCFAST moved Medicaid project up to meet the ACA January 1, 2014 deadline
- Replacement MMIS design completed in 2011
 - Based on Legacy EIS data format
- NCFAST working on detailed design now
 - Significant updates to Replacement MMIS to directly accept NCFAST eligibility data

MMIS Integration with NCFAST cont'd

- NCFAST rolling out to initial counties in April 2013
 - Rollout continues through September 2013
 - Replacement MMIS operational start on July 1, 2013
- DHHS developing process to convert NCFAST data to legacy EIS format
 - Decouple the implementation schedule for the Replacement MMIS from the NCFAST schedule
 - After both systems are up and stable, implement a native interface

BPAS Architecture

- Architecture proposed by vendor represented a three tier solution
 - Reviewed by ITS and approved
- As part of the architectural review of the solution, during implementation, ITS raised concern that it is physically a two-tier solution.
 - The second and third tiers run on the same server
 - Logical, not physical separation
- Next version of the solution will use three tiers
 - Vendor schedule for the next version unclear
 - Schedule to convert to the new version of the solution
 - Risk of being an early adopter of the new version
- Next step: Work with ITS to develop an alternative mitigation to the security risk