



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Adam Sholar
Legislative Counsel
Director of Government Affairs

December 8, 2013

SENT VIA ELECTRONIC MAIL

The Honorable Justin Burr, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina House of Representatives
300 N. Salisbury Street, Room 307A
Raleigh, North Carolina 27603-5925

The Honorable Mark Hollo, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina House of Representatives
300 N. Salisbury Street, Room 639
Raleigh, North Carolina 27603-5925

The Honorable Ralph Hise, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina Senate
19 Jones Street, Room 1028
Raleigh, North Carolina 27603

Dear Chairmen,

Section 12A.4.(g)(3) of Session Law 2013-360 requires the North Carolina Department of Health and Human Services to report an OMMISS Elimination and Transition Action Plan. That report is attached.

If you have any questions or need additional information regarding this report, please contact Ed Riley at (919) 647-8326.

Sincerely,



Adam Sholar

Attachment

cc. Joe Cooper
Rod Davis
Jim Slate
Angeline Sligh
Pam Kilpatrick
Karlynn O'Shaughnessy
Susan Jacobs
Theresa Matula

www.ncdhhs.gov

Tel 919-855-4800 • Fax 919-715-4645

Location: Adams Building/Dix Campus • 101 Blair Drive • Raleigh, NC 27603

Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001

An Equal Opportunity / Affirmative Action Employer



Joyce Jones
Sarah Riser
Patricia Porter
Kristi Huff
Brandon Greife
Larry Yates



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SENT VIA ELECTRONIC MAIL

The Honorable Andrew Brock, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina Senate
300 N. Salisbury Street, Room 521
Raleigh, North Carolina 27603-5925

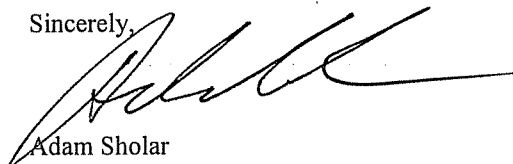
The Honorable Jason Saine, Chair
Joint Legislative Oversight Committee on
Information Technology
North Carolina House of Representatives
300 N. Salisbury Street, Room 402
Raleigh, North Carolina 27603-5925

Dear Chairmen,

Section 12A.4.(g)(3) of Session Law 2013-360 requires the North Carolina Department of Health and Human Services to report an OMMISS Elimination and Transition Action Plan. That report is attached.

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SENT VIA ELECTRONIC MAIL

Art Pope, Director
Office of State Budget and Management
Administration Building, Room 5200
Raleigh, NC 27603-8005

Dear Director Pope,

Section 12A.4.(g)(3) of Session Law 2013-360 requires the North Carolina Department of Health and Human Services to report an OMMISS Elimination and Transition Action Plan. That report is attached.

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Director of Government Affairs

December 8, 2013

SENT VIA ELECTRONIC MAIL

Mark Trogon, Director
Fiscal Research Division
North Carolina General Assembly
Legislative Office Building, Room 619
Raleigh, NC 27603-5925

Dear Director Trogon,

Section 12A.4.(g)(3) of Session Law 2013-360 requires the North Carolina Department of Health and Human Services to report an OMMISS Elimination and Transition Action Plan. That report is attached.

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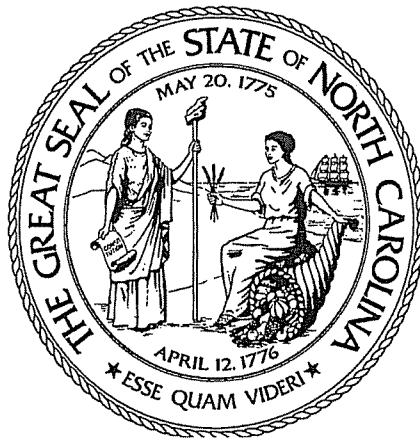
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**SL 2013-360, SECTION 12A.4.(g)(3) OMMISS ELIMINATION
ACTION PLAN FOR THE JOINT LEGISLATIVE OVERSIGHT
COMMITTEE ON HEALTH AND HUMAN SERVICES, THE JOINT
LEGISLATIVE OVERSIGHT COMMITTEE ON INFORMATION
TECHNOLOGY, THE FISCAL RESEARCH DIVISION, AND THE
OFFICE OF STATE BUDGET AND MANAGEMENT**



**STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

December 2013



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL 2013-360, SECTION 12A.4.(g)(3) OMMISS ELIMINATION ACTION PLAN



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DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN



TABLE OF CONTENTS

A. INTRODUCTION	5
B. ELIMINATION AND TRANSITION OF OMMISS	6
C. APPENDIX A.....	9



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN



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DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(g)(3) OMMISS ELIMINATION ACTION PLAN



A. INTRODUCTION

In July 2013, the NC General Assembly passed Session Law 2013-360, Senate Bill 402, "The Appropriations Act of 2013," of which Section 12A.4.(g)(3) required Department of Health and Human Services to provide the North Carolina General Assembly's Joint Legislative Oversight Committee on Health and Human Services, Joint Legislative Oversight Committee on Information Technology, Fiscal Research Division, and the Office of State Budget and Management with an action plan for the elimination of the Office of Medicaid Management Information System Services (OMMISS) and the transfer of its remaining operations to other Divisions within the Department of Health and Human Services. "This plan shall include at least all of the following:

- a) The specific operations to be transferred to other Divisions within the Department, the specific Division to which each operation will be transferred, the State personnel that will be impacted by each transfer, costs associated with each transfer, and sources of funding to enable the identified Divisions to assume these transferred operations.
- b) Any State personnel costs that will result from the dissolution of OMMISS, including the costs of any severance payments and any compensatory time earned during the course of the project, broken down by employee; and any identified sources of funding to pay for these personnel costs.
- c) A plan for transitioning out of the space currently leased by the State for OMMISS, costs associated with this transition, and any savings that will result from the transition."

Oversight of the NCTracks claims payment system will be transferred to a yet to be determined governance group as part of the Department's larger reorganization effort.



B. ELIMINATION AND TRANSITION OF OMMISS

The paragraphs below describe the high-level approach for the elimination of OMMISS and transition of its responsibilities.

- I. *The specific operations to be transferred to other Divisions within the Department, the specific Division to which each operation will be transferred, the State personnel that will be impacted by each transfer, costs associated with each transfer, and sources of funding to enable the identified Divisions to assume these transferred operations.*

Regarding the transfer of operations to specific divisions, the planning for specific transfers is still in process. This report designates the areas of work that must be transferred from OMMISS to elsewhere within DHHS.

The following are major time-limited projects currently under the supervision of OMMISS that will be transitioned to the CIO's Office, with oversight by the governance group, if the respective project is not completed prior to transition. Each project's deadline is in parenthesis.

- Closeout of the Reporting & Analytics (R&A) Project (12/31/13)
- 5010 Phase 2 and Phase 3 (4/1/14)
- Medicaid IT Architecture (MITA) State Self-assessment and 5-Year Plan (4/1/14)
- Oversight of the Independent Verification and Validation (IV&V) Services and Testing Services vendor contracts (7/1/14)
- ICD-10 (10/1/14)
- CMS Certification (12/31/14)
- Oversight of Division of Health Services Regulation Business Process Automation System Project (BPAS) (12/31/14)
- Pre Go-Live Task Orders (TBD)
- Workarounds due to unimplemented task orders (TBD)

The following are ongoing activities that will transition from OMMISS to a yet-to-be identified "governance group."

- Vendor management (NCTracks, R&A, and BPAS contracts)
- Change management
- User testing of system changes prior to implementation
- Federal reporting (Advance Planning Documents, MITA maintenance, etc.)

The following activities currently being performed at OMMISS will be evaluated for potential integration into divisions where needed, or otherwise separated in accordance with OSP guidelines:

- Budgeting
- Purchasing
- Human Resources
- LAN support



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN



All OMMISS staff will be impacted since the agency will not exist beyond the current state fiscal year. The identification of specific positions transferring to other DHHS divisions and those which will be phased out has not yet been finalized. Where appropriate, staff originally transferred (loaned) to OMMISS will return to their respective divisions as soon as practical.

On July 1, 2013, there was a total of 102 staff assigned to OMMISS. Due to start-up issues related to NCTracks, additional temporary staff was hired to address provider concerns, bringing the OMMISS staffing total to 110. Since October 1, 2013, the level of staff has been in decline. This decline was achieved by releasing temporary staff, the non-renewal of contract staff contracts, State staff retirements, and normal attrition. As of December 1, 2013, staff totaled 86. Staffing levels at OMMISS are expected to continue to decline during the coming months due to the reasons listed above as well as the reassignment of staff that have been "on loan" to OMMISS back to their original divisions.

Please reference Appendix A for a chart that reflects a high-level roll-off plan. This chart will be finalized over the next several months and any personnel costs resulting from the dissolution of OMMISS will be calculated at that time. As OMMISS will no longer exist beyond June 30, 2014, any roll-off dates on this chart beyond June 30, 2014 mean that the position will still be required to complete a specific task but will be integrated into the governance group reporting to the Office of the Secretary. Any blank roll-off dates indicate that the position belongs to another DHHS division and the position will either remain part of the existing MMIS core support team (within the Office of the CIO) or move back to a division.

- II. *Any State personnel costs that will result from the dissolution of OMMISS, including the costs of any severance payments and any compensatory time earned during the course of the project, broken down by employee; and any identified sources of funding to pay for these personnel costs.*

A severance plan will be completed and proposed as staff is identified that may or may not be integrated into a division or the governance group.

- III. *A plan for transitioning out of the space currently leased by the State for OMMISS, costs associated with this transition, and any savings that will result from the transition.*

The leased office space at 3101 Industrial Drive, Raleigh, NC, is being used by DHHS for the NCTracks Project. This rental space consists of a large central space and three separate suites. One suite was vacated November 25, 2013, and a second suite is expected to be vacated by January 31, 2014. The central space and the remaining suite are being used by the OMMISS staff.

This space is presently leased through a month-to-month lease agreement but soon will transition to a two-year term. The Department of Administration's State Property Office (DOA) is proceeding with the execution of a new OMMISS lease agreement. Once fully executed, the OMMISS office will leave the month-to-month status and be placed under a purchase order for the duration of the lease term - a term of two (2) years. The lease



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN

agreement is to be back dated to July 1, 2013 in order to limit as much of the initial term as possible. DHHS asked for the new lease not to be executed but DOA decided the approval process had gone too far to avoid full execution and not to execute would, in the opinion of the Attorney General's DOA Property Branch, invite litigation.

DHHS has informed DOA that DHHS wishes to back fill the lease space on Industrial Drive as soon as possible. It is DHHS's goal to fill the current lease space as it becomes vacant with other state agencies/departments.



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN

APPENDIX A

Roll Off Month	State Personnel Job Classification	Non-State Job Title	Employment Type	Release Policy Considerations	Area or Work Assignment/Expertise
2013-12	N/A	Communications Lead	Contractors/Temps		Public Affairs - NCTracks Communications Lead
2013-12	N/A		Contractors/Temps		DMA Dental Hygienist
2013-12	N/A	Business Analyst	Contractors/Temps	Resignation	Workarounds/Task Orders
2013-12	ITS Staffing	Sr. Technical Analyst	Contractors/Temps		MITA 3.0
2013-12	DMA Temp		Contractors/Temps		DMA Dental Hygienist
2013-12	Business Systems Analyst		State Time-Limited		Provider Build
2013-12	N/A	Technical Support	Contractors/Temps		Workarounds/Task Orders
2014-01	N/A	Business Analyst	Contractors/Temps		Claims Team
2014-01	N/A	Sr. IT Analyst	Contractors/Temps		Data Services
2014-01	ITS Staffing	Business Analyst	Contractors/Temps		Workarounds/Task Orders
2014-02	Temporary Solutions	Training Support	Contractors/Temps		Training/Provider Communications
2014-02	N/A	Sr. Technical Analyst	Contractors/Temps		CMS Certification
2014-02	N/A	Sr. Business Analyst	Contractors/Temps		Workarounds/Task Orders
2014-03	Business Systems Analyst		State Time-Limited (Permanent Appointment)		Claims Analysis
2014-03	N/A	Project Support Spec.	Contractors/Temps		Workarounds/Task Orders
2014-03	IT Staffing	Sys. Architect Analyst	Contractors/Temps		Workarounds/Task Orders
2014-03	N/A	Project Support Spec.	Contractors/Temps		Testing Support
2014-03	Technology Support Analyst		State Time-Limited		Truven NC Analytics
2014-03		Sr. Financial Analyst	Contractors/Temps		Workarounds/Task Orders
2014-03	ITS Staffing	Data Analyst	Contractors/Temps		Data Services



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN

Roll Off Month	State Personnel Job Classification	Non-State Job Title	Employment Type	Release Policy Considerations	Area or Work Assignment/Expertise
2014-03	Inform Technology Manager		Permanent Appointment	Severance & Priority Re-employment or Planned Retirement	Operations Transition/CMS Certification
2014-03	Business Systems Analyst		State Time-Limited		Education & Training
2014-03	Technology Support Specialist		State Time-Limited (Permanent Appointment)		Vendor Management
2014-03	IT Manager		State Time-Limited (Permanent Appointment)		Human Resources
2014-03	N/A	Technical Support	Contractors/Temps		Technical Team Support
2014-03	Networking Specialist		State Time-Limited (Permanent Appointment)		Technical Team
2014-03	Information Communications Specialist		State Time-Limited		Education & Training
2014-03	Temporary Solutions - Specialized Skills Worker		Contractors/Temps		Workarounds/Task Orders
2014-03	Business Systems Analyst		State Time-Limited		Recipient/Managed Care
2014-03	Administrative Assistant I		State Time-Limited (Permanent Appointment)		Project Staffing Support
2014-04	Business & Technology Application Analyst		State Time-Limited		Provider Build



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN



Roll Off Month	State Personnel Job Classification	Non-State Job Title	Employment Type	Release Policy Considerations	Area or Work Assignment/Expertise
2014-05	Nurse Consultant		Permanent Appointment	Severance & Priority Re-employment or Planned Retirement	ICD-10/Claims/CMS Certification
2014-06	Technology Support Analyst		State Time-Limited (Permanent Appointment)		Project Support
2014-06	N/A	Project/Communications/Reporting Support Specialist	Contractors/Temps		Part-time Project Support for EPMO Reporting
2014-06	N/A	Business Analyst	Contractors/Temps		NCTracks Financial Team
2014-06	Networking Analyst		State Time-Limited (Permanent Appointment)		LAN Support
2014-06	N/A	Contract Monitor	Contractors/Temps		Vendor Management
2014-06	Technology Support Spec		State Time-Limited (Permanent Appointment)		LAN Support
2014-06	Technology Support Spec		State Time-Limited (Permanent Appointment)		Education & Training
2014-06	N/A	Project Support Spec.	Contractors/Temps		Receptionist/Office Assistant
2014-06	N/A	Project Support Spec.	Contractors/Temps		Project Support
2014-06	ITS Staffing	IT Data Manager	Contractors/Temps		Technical Team Lead/State Lab Project Manager
2014-06	N/A	Budgetary/Financial Support	Contractors/Temps		Vendor Management
2014-06	Business Systems Analyst		State Time-Limited (Permanent Appointment)		MITA 3.0/Integrated Change Management
2014-06	N/A	Business Analyst	Contractors/Temps		Workarounds/Task Orders



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2014-06	N/A	Sr. Project Support	Contractors/Temps		Administrative Support/Claims Resolution
2014-06	Administrative Officer II		State Time-Limited (Permanent Appointment)		Procurement/Timekeeping
2014-06	Training Support		Contractors/Temps		Training Deliverable Review/Workarounds/Task Orders
2014-06	N/A	Business Analyst	Contractors/Temps	Temporary Retiree	Finance/Workarounds/Task Orders
2014-06	ITS Staffing	Sr. IT Data Spec.	Contractors/Temps		Financial Team/Workarounds/Task Orders
2014-06	Contract Monitor		State Time-Limited		Vendor Management
2014-06	Business Systems Analyst		State Time-Limited (Permanent Appointment)		Vendor Management
2014-06	N/A	Contract Monitor	Contractors/Temps		Vendor Management
2014-08	Inform Technology Manager - Business and Technology Applications Group		State Time-Limited (Permanent Appointment)	Severance & Priority Re-employment or Planned Retirement	PMO
2014-10	N/A	Sr. Business Analyst	Contractors/Temps		Workarounds/Task Orders
2014-10	IT Staffing		Contractors/Temps		ICD-10
2014-10	N/A	Project Support Spec.	Contractors/Temps		BPAS Project
2014-10	Business Systems Analyst		State Time-Limited		ICD-10
2014-10	ITS Staffing		Contractors/Temps		ICD-10/Claims Analysis/Workarounds/Task Orders



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2014-10	ITS Staffing		Contractors/Temps		BPAS Project
2014-10	Business Systems Analyst		State Time-Limited (Permanent Appointment)		BPAS Project
2014-10	Business Systems Analyst		State Time-Limited		ICD-10
2014-10	Business Systems Analyst		State Time-Limited (Permanent Appointment)		BPAS Project
2014-10	Technical Support Analyst		State Time-Limited (Permanent Appointment)		ICD-10/Business Rules Management
2014-12	Inform Technology Manager		State Time-Limited (Permanent Appointment)		Vendor Management
2014-12	Inform Technology Manager		State Time-Limited		Testing
2014-12	Technology Support Analyst		State Time-Limited (Permanent Appointment)		NCTracks User Interfaces/Web
2014-12	Business & Technology Application Specialist		State Time-Limited (Permanent Appointment)		Certification Review
2014-12	Information Technology Manager		State Time-Limited (Permanent Appointment)		Truven NC Analytics/Certification Review
2014-12	Information Technology Manager		State Time-Limited		Operations Team/Certification Review



DEPARTMENT OF HEALTH AND HUMAN SERVICES
SL SL 2013-360, SECTION 12A.4.(G)(3) OMMISS ELIMINATION ACTION PLAN



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Core Team-DHSR	Certificate of Need (CON) Project Analyst		Permanent Appointment	Severance & Priority Re-employment	PMO/BPAS Project/CMS Certification
Core Team-DHSR	Business & Technology Applications Analyst		Permanent Appointment	Severance & Priority Re-employment	BPAS Project
Core Team-DIRM	Information Technology Manager		Permanent Appointment	Severance & Priority Re-employment	Vendor Management/CMS Certification
Core Team-DIRM	Information Technology Director		Permanent Appointment	Severance & Priority Re-employment	Management/Vendor Management/Medicaid Policy/Federal Reporting/Claims Resolution/CMS Certification
Core Team-DMA	Social Services Program Coordinator		Permanent Appointment	Severance & Priority Re-employment	Recipient/Eligibility Subsystem Workarounds/Task Orders/CMS Certification
Core Team-DMA	Business and Technology Applications Analyst		Permanent Appointment	Severance & Priority Re-employment	5010/ICD-10/ CMS Certification
Core Team-DMA	Administrative Officer II		Permanent Appointment	Severance & Priority Re-employment	Truven NC Analytics
Core Team-DMA	Business Officer		Permanent Appointment	Severance & Priority Re-employment	Budgeting
Core Team-DMA	Business Officer		Permanent Appointment	Severance & Priority Re-employment	Business Analysis Team Lead - Workarounds/Task Orders/CMS Certification



DEPARTMENT OF HEALTH AND HUMAN SERVICES
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Core Team-DMA	Business and Technology Applications Analyst		Permanent Appointment	Severance & Priority Re-employment	CMS Certification
Core Team-DMA	Business Systems Analyst		Permanent Appointment	Severance & Priority Re-employment	Training/Provider Communications/CMS Certification
Core Team-DMA	Pharmacist		Permanent Appointment	Severance & Priority Re-employment	Workarounds/Task Orders/CMS Certification
Core Team-DMA	Business & Technology Application Analyst		Permanent Appointment	Severance & Priority Re-employment	Provider Build
Core Team-DMA	Business & Technology Applications Analyst		Permanent Appointment	Severance & Priority Re-employment	Workarounds/Task Orders/CMS Certification
Core Team-DMH	Business & Technology Application Analyst		Permanent Appointment	Severance & Priority Re-employment	Privacy and Security Officer/CMS Certification
Core Team-DPH	Program Development Coordinator		Permanent Appointment	Severance & Priority Re-employment	Workarounds/Task Orders



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End of Report