JOINT LEGISLATIVE OVERSIGHT COMMITTEE
ON HEALTH AND HUMAN SERVICES

DHHS IT Project Updates

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NCTracks

Multi-payer claims payment system supporting NC Medicaid and Divisions of Public Health, Mental Health/Developmental Disabilities/Substance Abuse Services and Office of Rural Health.

- Operations
  - Pays to over 1.8 million beneficiaries and 90,000+ providers
  - Claims Processing
    - Medical, behavioral health, dental, pharmacy and related claims for services rendered
    - System enhancements and defect repairs have reduced pending claims by 60%[1]

Fiscal Year	Number of Claims Processed (Millions)	PAID AMOUNT (Billion)
SFY 2016	225 Million	$11.2 Billion
SFY 2017	229 Million	$11.4 Billion

  - Application System Activities
    - Automated interfaces to Lexis-Nexis, NC Medical Board and SBI
    - Accelerated resolution rate of system defects resulting in 50 reduction of open defects[1]
  - Provider Services
    - Automated and operational process improvements have resulted in 50% reduction in inventory of Provider applications, reverifications and changes[2]
    - Application processing time reduced from 109 to 54 days[2]
    - Change request processing time from 75 to 34 days[2]
    - ~ 92,700 Active Providers as of October 2017

[1] Over last 24 months   [2] Over last 12 months

NCTracks

Current Initiatives

- March 2017 received approval from CMS for Planning Advanced Planning Document (PAPD) to address Medicaid Enterprise System (MES) replacement

- Identifying changes required to NCTracks to support Medicaid Reform

- Aligning Medicaid Reform technology-related activities to with MES replacement activities to support Medicaid Reform goals and long-term Medicaid Enterprise System requirements (e.g., MITA Modularity)

MITA: Medicaid Information Technology Architecture

Health Information Exchange

The Health Information Exchange Authority (HIEA) is a led by the Department of Information Technology to provide services to assist in the electronic exchange of health information between health care entities.

- Continue to maintain strong partnership with the NC HIEA
  - Joint meetings and collaboration on key initiatives

- Collaboration on DHHS & HIEA Roadmap
  - Developing framework for discovery
  - Establishing governance team for continued development

- Partnering in identifying potential new value propositions
  - Exploring services within DHHS
  - Engaging private health care stakeholders

- Participating with HIEA team in legislative study
  - April 1, 2018 Feasibility Study
  - Extension Process

Health Information Technology

- Establishing presence in the NC digital health community
  - Building relationships with public and private entities
  - Participation in NC State ASSIST DoD workshop
  - Modernizing website
  - New email: NCHealthIT@dhhs.nc.gov

- Pursing opportunities for enterprise collaboration and solution development:
  - Division of State Operated Healthcare Facilities evaluation of electronic health record solutions
  - Division of Public Health - Immunization Registry Team and HIEA onboarding and services optimization
  - Division of Vocational Rehabilitation Services to explore HIEA use case for eligibility determination

- Meaningful Use Electronic Health Record Incentive Program
  - SFY18 - $3,405,005 issued in Federal incentive payments to date

Division of Services for the Deaf and the Hard of Hearing (DSDHH)

- Services Management System replaces several legacy systems
  - Posting of Request for Proposal: First Quarter 2018
  - Web-based with accessible mobile technology
  - Designed to maximize operational, service delivery and reporting efficiencies
  - Services tracked to clients and agencies, processes applications and invoices for assistive equipment and sign language interpreting services, manages resource inventories
  - Collaborative effort with DIT on business requirements and procurement documentation
  - Target Implementation Date: First Quarter 2019

eWIC Project

- ## Project Purpose

  Ensure compliance with the Healthy, Hunger-Free Kids Act of 2010 requiring all Supplemental Nutrition Program for Women, Infants and Children (WIC) State Agencies to implement Electronic Benefits Transfer by October 1, 2020, transitioning WIC benefits from paper vouchers to a debit style card

- ## Current Status

  - Project 100% federally funded
  - Pilot in progress in 7 counties (Bladen, Brunswick, Columbus, Duplin, New Hanover, Onslow, and Pender)
    October 4, 2017-December 31, 2017
    - Over 8,500 eWIC cards issued to families
    - Over $350,000 in WIC purchases redeemed by 127 WIC-approved vendors
  - Statewide Rollout anticipated January 22, 2018 to May 11, 2018
  - Project on schedule with all major milestones met

Electronic Death Registration System (EDRS)

- **Project Purpose**

  Replace current paper-based death registration process to meet today's industry standards, and provide accurate and timely registration/issuance of death records and death data reporting to local, state, and federal partners

- **Current Status**

  Anticipate vendor award by December 28, 2017

Medical Examiner Information System (MEIS)

- **Project Purpose**

  Replace 15-year outdated, obsolete and unsupported technology currently in use for the statewide medical examiner system

- **Current Status**

  RFP projected to be posted by December 29, 2017