



HHS 2020
Person-Centered
Health and Human Services

Health and Human Services (HHS) 2020

Medicaid Management Information System Replacement (MMISR) Project Update

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Deputy Secretary
Human Services Department
October 10, 2019

Agenda

- What is the HHS 2020 MMISR Project
- Project Goals
- HHS 2020 MMISR Accomplishments (Jan 2019 – Present)
- LFC Implementation Plan Progress
- What Will HHS 2020 MMISR Bring
- HHS 2020 MMISR Roadmap and Timeline
- HHS 2020 MMISR Project Budget
- Maximizing Federal Funding for Programs

What is the HHS 2020 MMISR Project

- Current system doesn't meet federal certification requirements and puts federal funding at risk
- Not adaptable to meet other service needs
- Current system doesn't support Governor's or Agencies' goal of a client centered, responsive Health and Human Services system
- Centers for Medicare and Medicaid Services (CMS) requires a modular system
- Moving to an enterprise solution

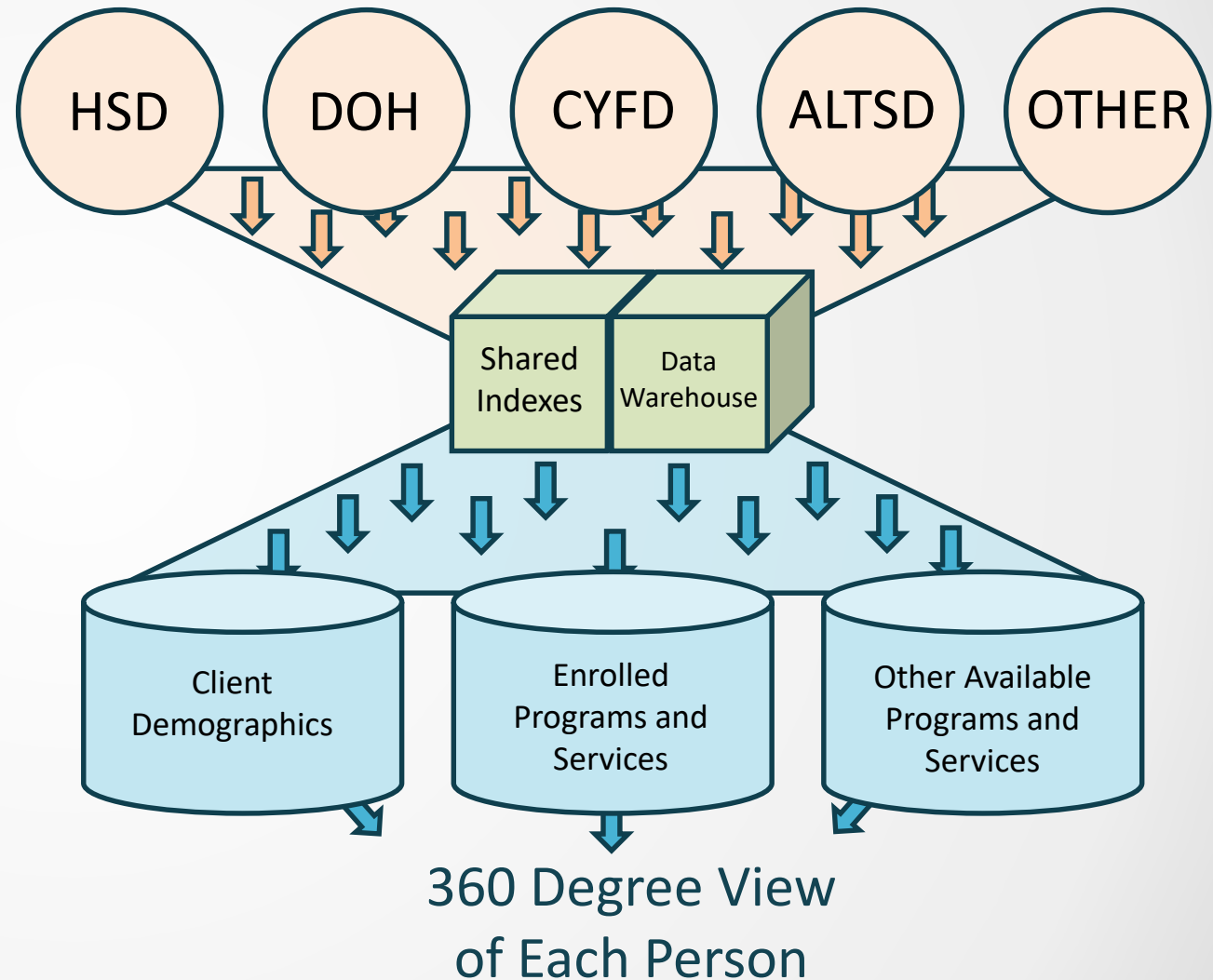


90%

Federal funding
for the HHS 2020
MMISR Project

MMISR Features

- Designed to provide technology and services for the Medicaid enterprise, **but serving all health and human services agencies**
- Focused on outcomes, not transactions
- Primarily procuring services, not technology
- Flexibility with replacement of modules and services and not a large monolithic system



MMISR Project Magnitude



New MMISR system will support over **76,000 providers**, process over **40 million transactions**, and ensure care for over **1,000,000 New Mexicans**.

- Anticipated cost of \$221 million at 90% federal funding for HSD
- Approximately \$13 million at 90% federal funding for ALTSD, CYFD, and DOH
- Several hundred staff, consultants, and contractors
- Involvement of clients and other stakeholders in the design and testing of several components and services

HHS 2020 Overview



Federal and State Partners

DoIT Federal Agencies

Co-Executive Sponsors

ALTSD CYFD

DoH HSD



Unified Portal



Clients

Providers

Consolidated Customer Service Center



System Integrator Toolbox

Financial Services



Benefit Management System



Quality Assurance



Data Services



HHS 2020 Executive Steering Committee Goals for the Project

HHS 2020 Shared Goals

- **Design a client centered and client responsive system to make it easy for people to enroll and renew benefits and access services**
- **Utilize a population profile with robust data analytic capability to guide policy and program investments**
- **Optimize interdepartmental collaboration**

Steering Committee Members

- Secretary David Scrase, M.D. – Human Services Department - Chair
- Secretary Brian Blalock – Children, Youth, and Families Department
- Secretary Kathy Kunkel – Department of Health
- Secretary-Designate Katrina Hotrum-Lopez – Aging and Long Term Services Department
- Secretary Vincent Martinez – Department of Information Technology
- Jane Wishner – Governor’s Executive Policy Advisor for Health and Human Services

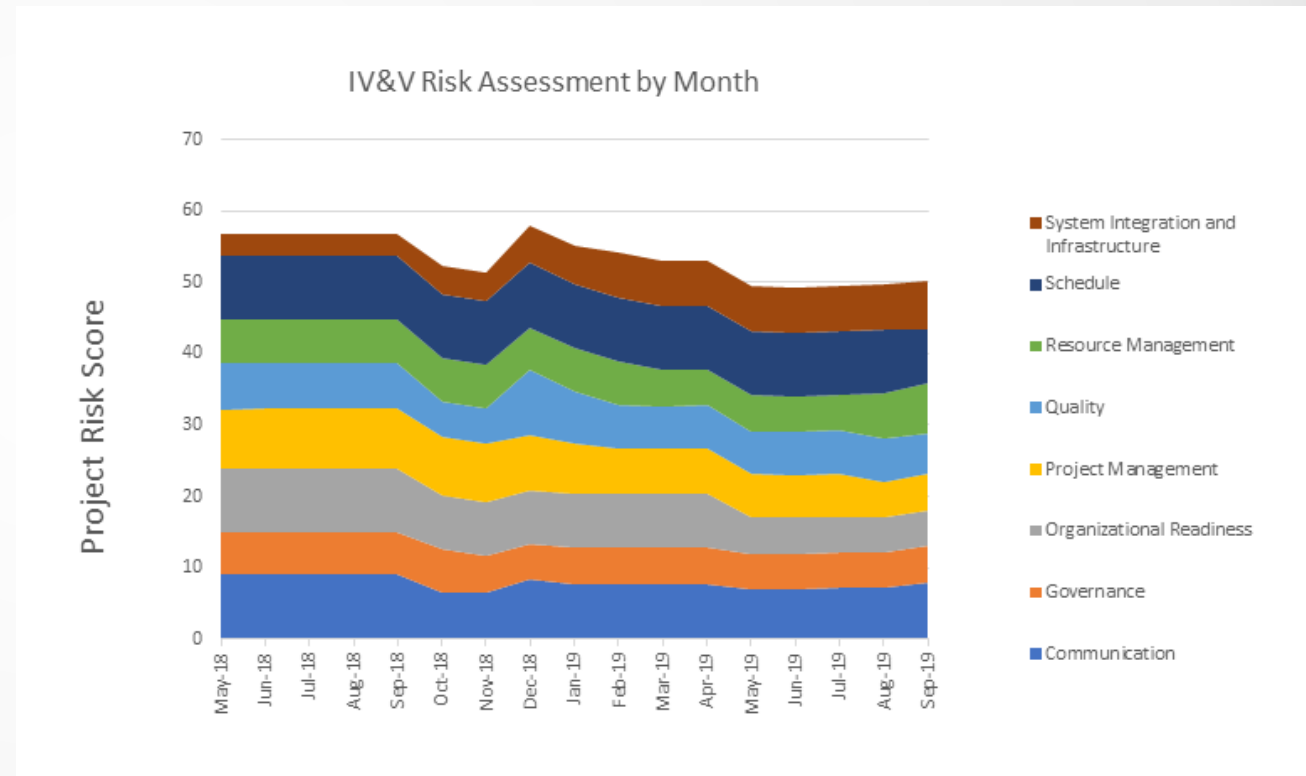
HHS 2020 Executive Steering Committee has met every month since January 2019

LFC Implementation Plan Progress

LFC Primary Recommendations	Status
Provide LFC, DoIT and other stakeholders a quarterly status report.	Complete. Report provided monthly. Quarterly meetings established with LFC leadership. LFC staff invited to all major project meetings.
Ensure all project plans are updated and communicated to MMISR project team members and stakeholders.	Plan addenda completed. Communication of plans ongoing.
Update the integrated master project schedule to include detail for all project tasks, dependencies, and resources.	Complete with weekly updates of the schedule.
Ensure the System Integrator key personnel are staffed appropriately with experience and skill set.	As of October 1, 2019, all key personnel positions are filled.
Ensure the System Integrator fills vacant positions included in its current resource plan.	As of October 1, 2019, 2 out of 47 positions are vacant.
Update the existing contract management plan to include periodic report cards, corrective action plans and mitigation planning.	Complete
Implement a vendor management tool that includes contractual and performance information.	Complete

HHS 2020 MMISR Accomplishments Since January 1, 2019

- Multiple RFPs developed and released
 - Financial Management
 - Benefit Management Services
 - Unified Portal (RFQ)
- Contracts in Process
 - Consolidated Customer Service Center
 - Quality Assurance Module
- Secured Enterprise Project Management contractor
- Realigned the contract for the System Integrator to adopt iterative approach
- Reduced risk and improved governance
- Active engagement with state partners
- Secured federal funding approval



What Will HHS 2020 MMISR Bring – Key Capabilities

- 360° view of members and providers
- Increased access to data for multiple stakeholders
- Data-driven decision making capabilities
- Automated performance dashboards
- One stop shop through the Unified Portal for benefits and services
- One number to call for information about benefits and services
- Better visibility and oversight of MCO performance
- Enhanced third party liability capabilities
- Shared services providing lower cost

What Will HHS 2020 MMISR Bring – Key Capabilities

- Data analytics and Business Intelligence
- “What If” analysis capability
- Geocoding of data
- Ability to employ new technologies
- Enhanced member and provider management
- Streamlined processes for provider enrollment, prior authorization, and audit coordination across programs
- Better ability to forecast expenditures for programs

What Will HHS 2020 MMISR Bring – Key Capabilities

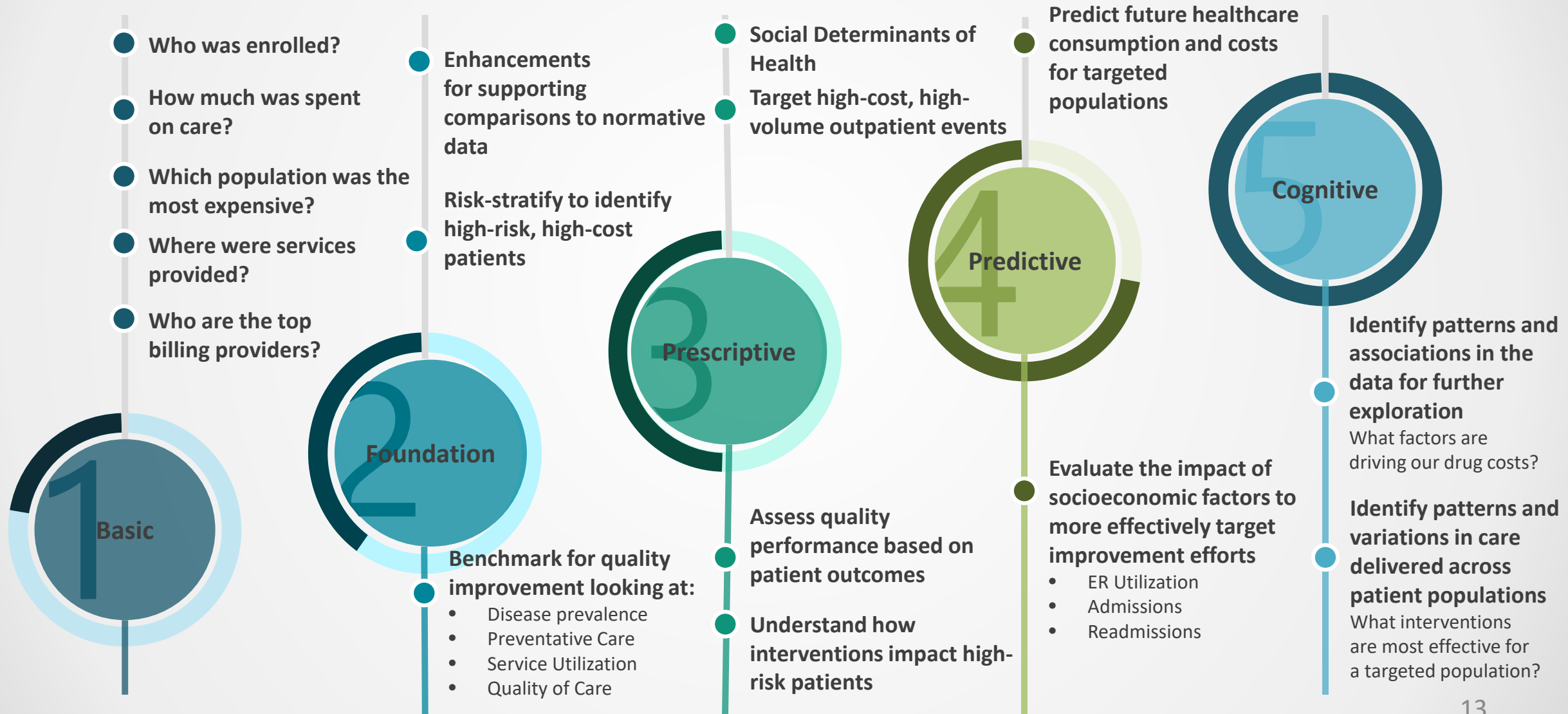


Karen is a young custodial parent. Shortly after losing her job, Karen and her child moved in with Karen's mother. Karen has been looking for additional support services until she finds a new job so she can provide for her child again. Karen is able to use the unified portal and consolidated customer service center to find services to get back on her feet.

A 10 year old child is placed in foster care. Through an auto referral to HSD from CYFD, the child is found to be eligible for Medicaid and SNAP and enrolled. Working collaboratively, multiple agencies work together on a coordinated plan for services for the child and foster family.



Data Analytics



Unified Portal

- One online stop for services
- Personalized recommendations for benefits and services
- Real time eligibility for some programs
- 24x7x365 access to apply for benefits and services and information about current cases
- Mobile friendly
- Design driven by clients and other stakeholders



Unified Portal

Based on your needs, we found 20 services you may be eligible for around Albuquerque, NM.

[EDIT](#)

State Government Resources

 MEDICAID

Low-cost health coverage

Medicaid benefits can provide health insurance and/or help with paying for healthcare.

[LEARN MORE](#)



 TANF: TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Cash help for pregnant women and families with children

TANF can help pay for food, shelter, utilities, and expenses other than medical.

[LEARN MORE](#)



 WIC: WOMEN, INFANTS, AND CHILDREN'S PROGRAM

Money to buy food

Supplemental food program for women, infants, and children.

[LEARN MORE](#)



 CHILD CARE ASSISTANCE

Help with paying the cost of child care

CYFD Child Care Assistance Program subsidizes the cost of child care for low-income families

[LEARN MORE](#)



Community Resources

 GOODWILL OF NM

Free help finding a job in the community

Enrolling into Goodwill's programs and services can help you find a job in the community that fits your needs.

[LEARN MORE](#)

 NEW MEXICO COMMUNITY DENTAL

Low-cost and high-quality dental services

Community Dental offers full range of emergency, routine, and preventive dental services to patients in New Mexico.

[LEARN MORE](#)

You selected **2** programs to apply for:

TANF: TEMPORARY ASSISTANCE...



Cash help for pregnant women and families with...

Note: As a condition for receiving TANF, you will be expected to cooperate with the Child Support Enforcement Division.

[LEARN MORE](#)

MEDICAID



Low-cost health coverage

One place to apply for multiple benefits across state health and human services agencies

Consolidated Customer Service Center



Today we only have the ability to take calls and send basic text messages

Business Transformation

THIS IS THE FUTURE OF MEDICAID

TO BECOME THE MEDICAL ASSISTANCE DIVISION OF THE FUTURE BY ENHANCING SYSTEMS AND PROCESSES, ENGAGING STAFF AT ALL LEVELS, AND ENCOURAGING INNOVATION TO ACHIEVE IMPROVED HEALTH OUTCOMES.



CUSTOMERS
SIMPLIFY AND IMPROVE
CUSTOMER EXPERIENCE



STAFF
STRENGTHEN CAPABILITIES TO
EMPOWER STAFF TO EXECUTE THE
TRANSFORMATION AND BEYOND

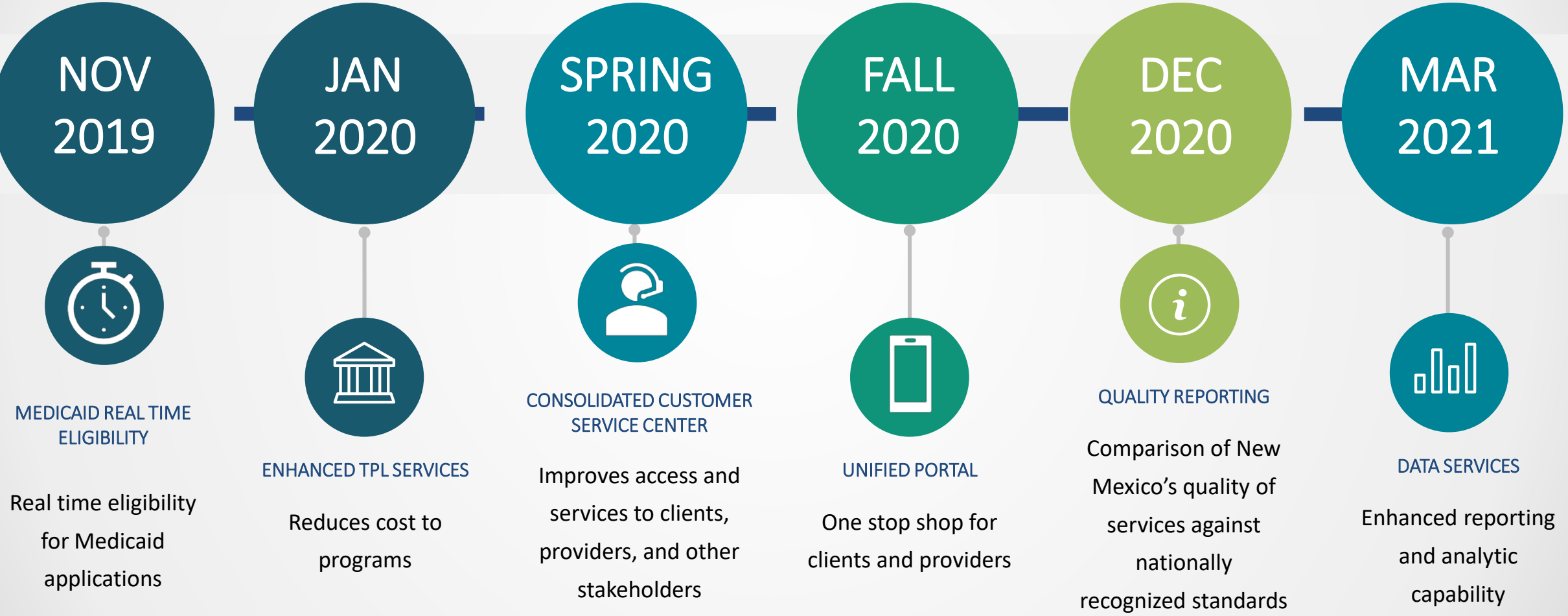


PERFORMANCE
ENHANCE PERFORMANCE TO ACHIEVE
IMPROVED HEALTH OUTCOMES



TECHNOLOGY
LEVERAGE TECHNOLOGY TO SUPPORT
MAD'S TRANSFORMATION

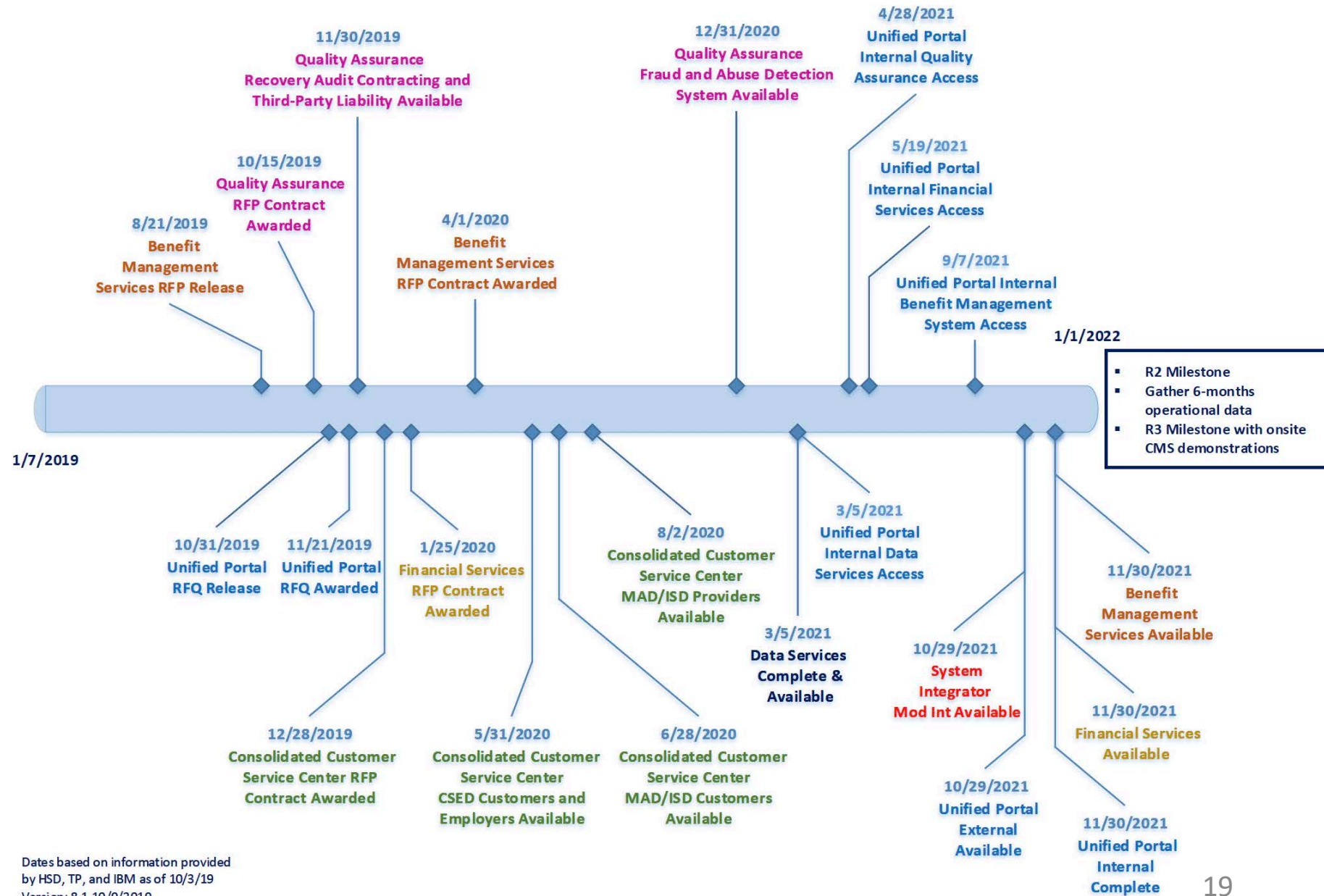
HHS 2020 MMISR KEY MILESTONES



INTEGRATION WITH OTHER AGENCIES

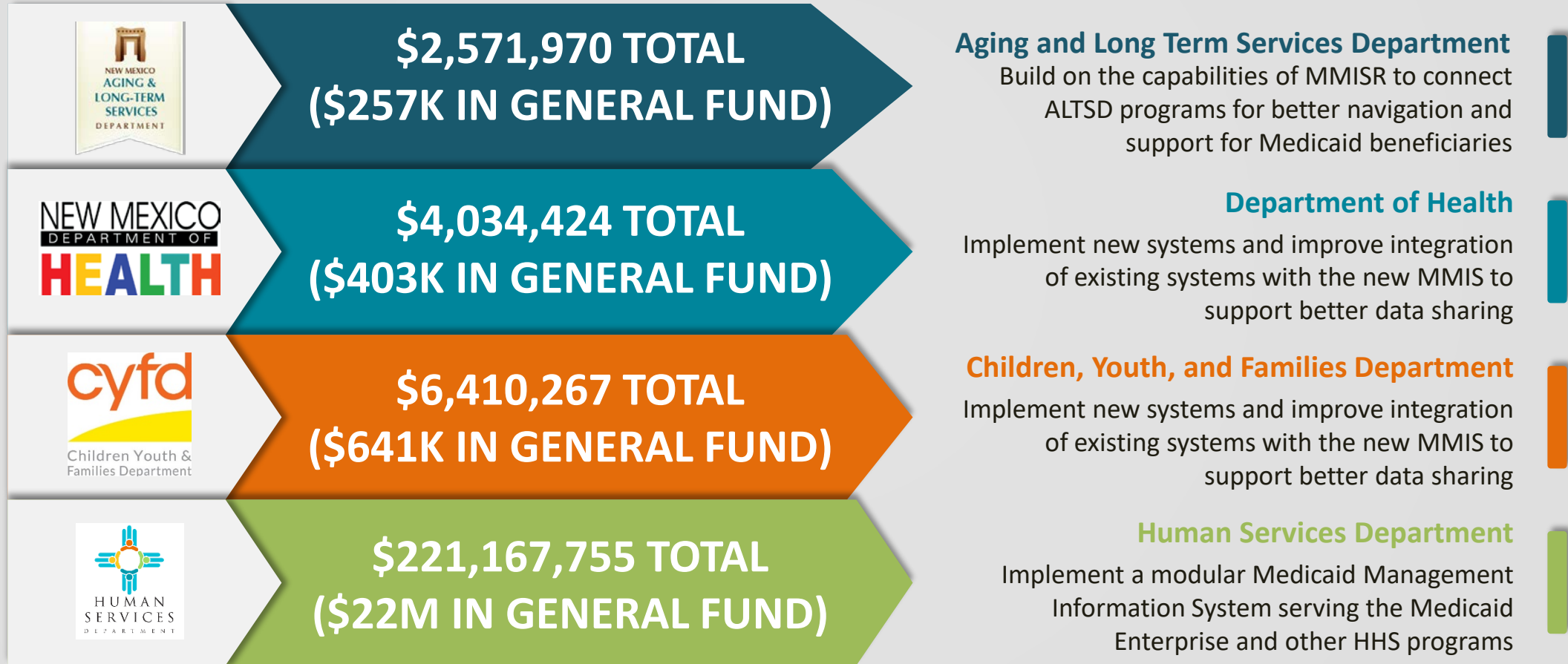
HHS 2020 MMISR Timeline

End-to-End Timeline



Dates based on information provided by HSD, TP, and IBM as of 10/3/19
Version: 8.1 10/9/2019

HHS 2020 MMISR Project Budget



HHS 2020 MMISR Project FY21 Budget Request

\$4.1 million General Fund request to continue implementation of the MMISR modules in FY21



Maximizing Federal Funding for Programs

- Health Information Technology for Economic and Clinical Health (HITECH) Act
 - 90% federal funding through September 2021
 - Successfully secured federal funding for the continuance of the meaningful use program and for the DOH immunization program
 - Working on two more proposals
- Federal Funding for Operations and Projects at ALTSD, CYFD, DOH, and DOIT

Questions