



MHBE Board Meeting

May 18, 2020

Quarterly IT Update

Presented by:

Venkat R. Koshanam, CIO, MHBE

Agenda

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Quarterly IT Update

2

IDIQ Contract Renewal

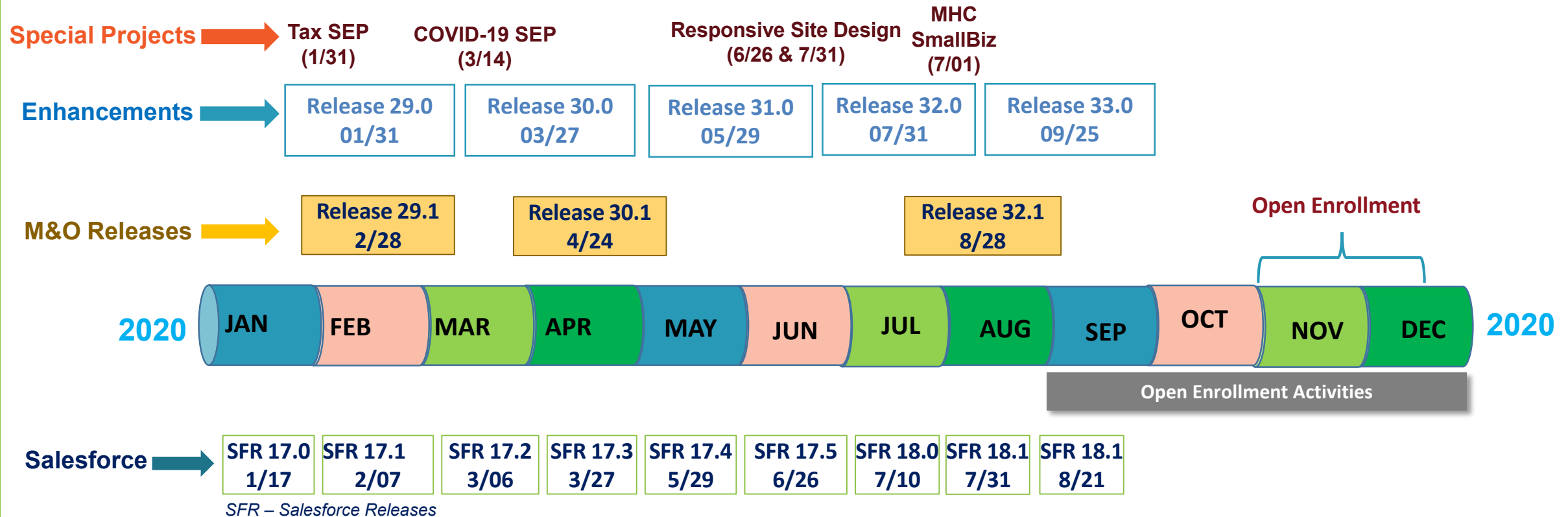
3

Akamai License Renewal

IT Update

- IT Roadmap for CY 2020
- COVID-19 related System Changes
- Accomplishments in the last quarter
- Technology Innovation
- Upcoming Initiatives

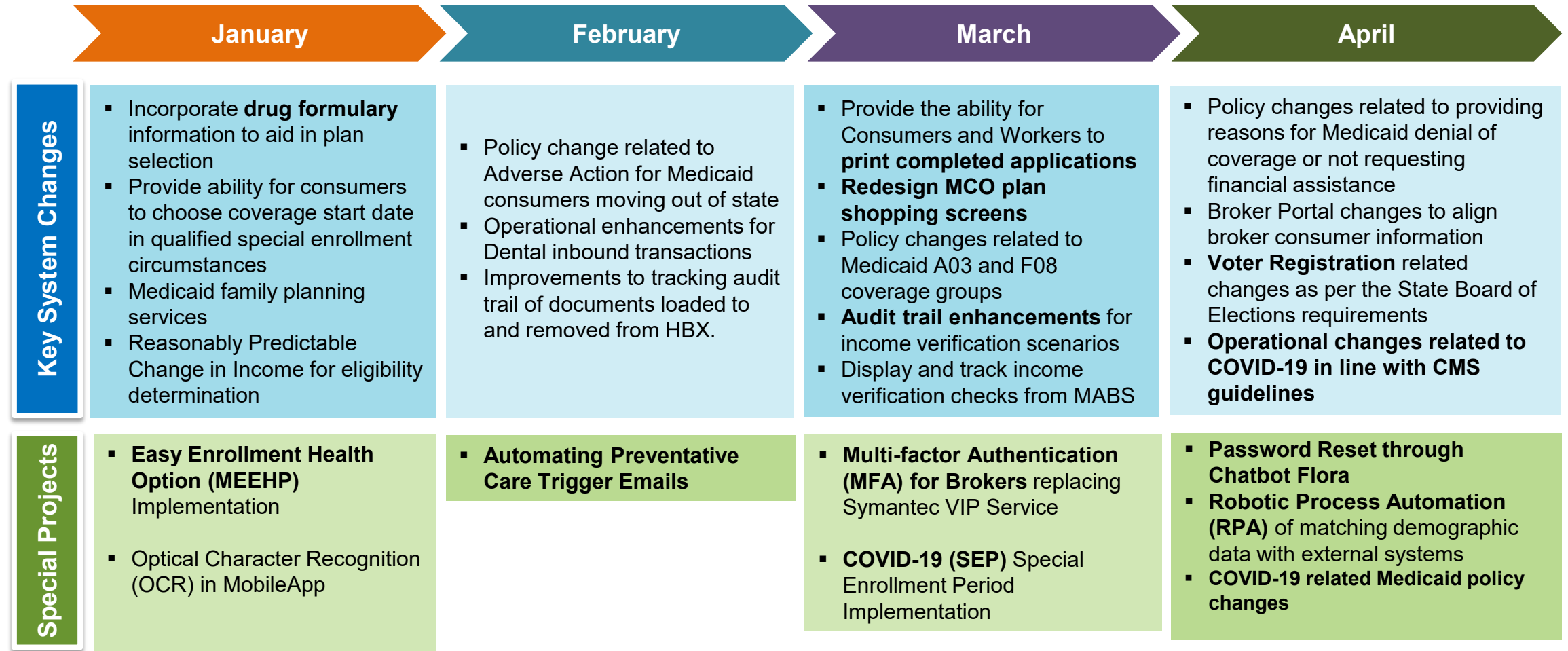
IT Roadmap for 2020



COVID-19 Related System Changes

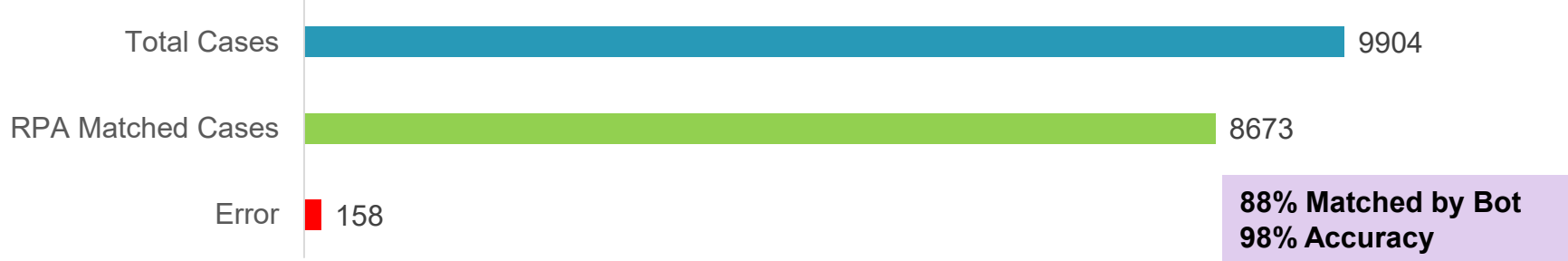
- ❖ Establishing COVID-19 Special Enrollment Period (SEP).
- ❖ Not requiring IRS tax filing/reconciliation for eligibility for Advanced Premium Tax Credits (APTC).
- ❖ Messaging changes throughout the system and the Chatbot.
- ❖ System changes to hold Medicaid and QHP batches related to 90-Day Disenrollment, Termination, Age-Out, Postpartum, Periodic Data Matching (PDM), and extending Medicaid enrollments in line with federal regulations.
- ❖ System Changes and data reconciliation between the Maryland Department of Health's Medicaid Management Information System (MMIS) and HBX.
- ❖ Supporting additional daily ad-hoc reporting for Medicaid and other agencies.

HBX Implementations

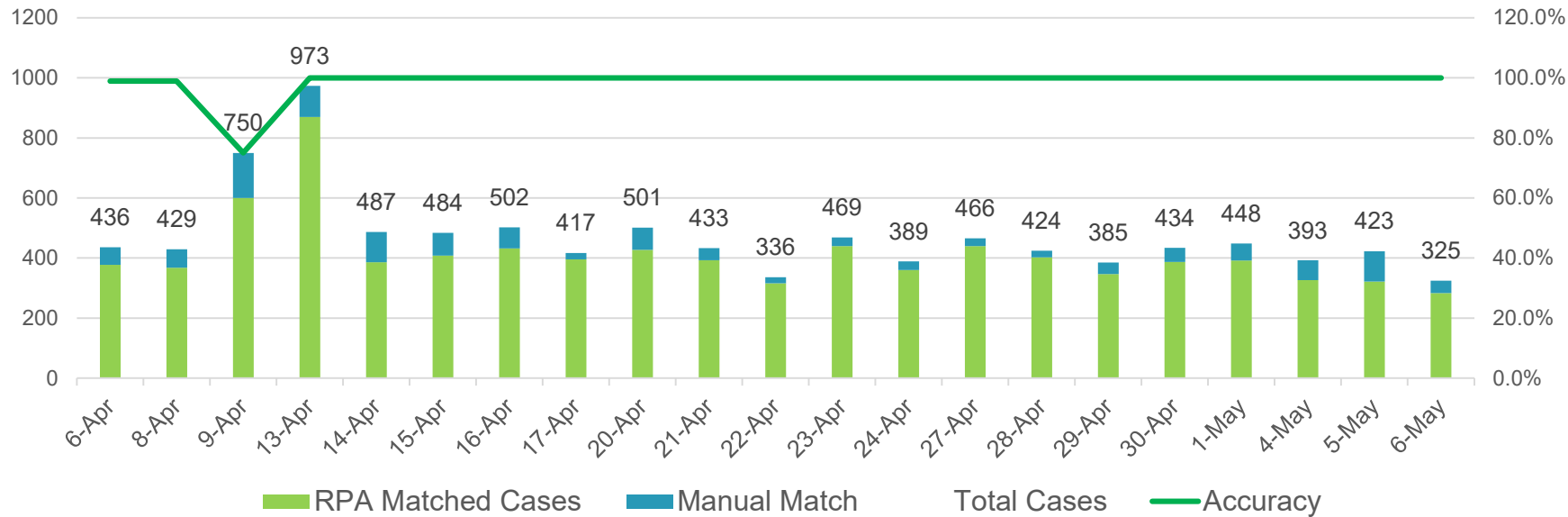


Robotic Process Automation (RPA)

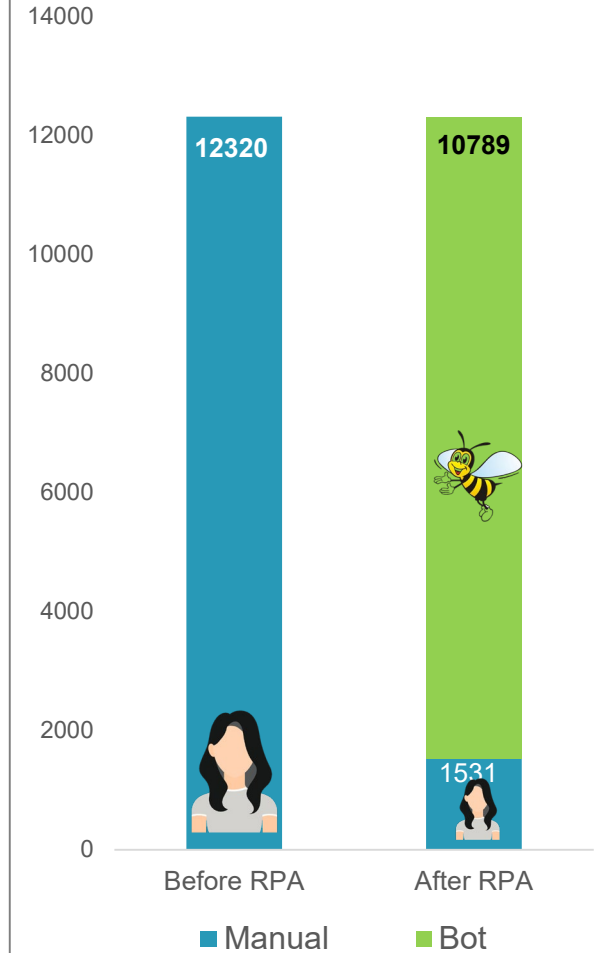
Demographic Matching Cases Since April 6, 2020



Daily RPA Match Trend



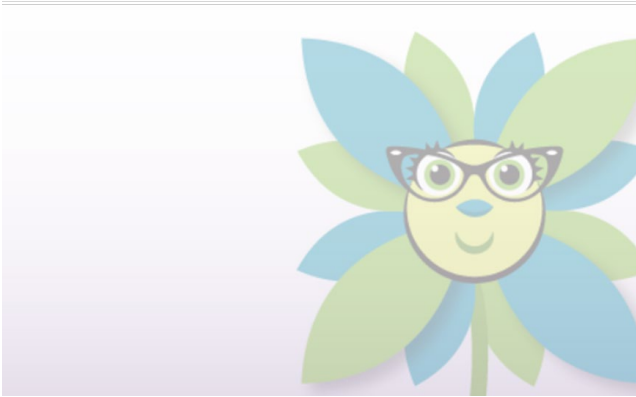
Number of Cases (Monthly)



Password Reset Using Conversational AI

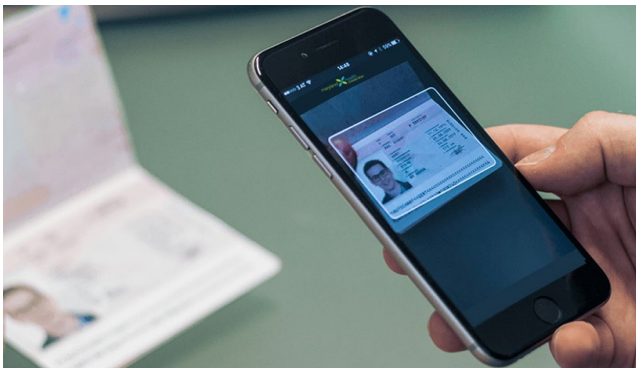
Hi, I'm Flora, your virtual assistant. How can I help you?

Flora at 10:37 pm



- Password reset questions continue to be asked in Chatbot during Open Enrollment and throughout the year.
- Flora, the AI based Chatbot that provides consumers guidance and facilitate Password Reset through intuitive conversation.
- Chatbot integration in Eligibility & Enrollment pages are the next milestones

Optical Character Recognition (OCR) Implementation



- OCR technology for the “Enroll MHC” Mobile App will allow users to optically scan their ID documents such as a Driver's License or Passport or other Identification Documents to be pre-populated into their application.
- Data entry through ID scan will increase the accuracy of the users’ application information and make it easier for users to perform data entry through hand-held devices.

Responsive Website Implementation



Value:

Provides consumers unique application and navigation experience across devices of various screen size, platform and orientation.

Project Status

Functional Areas	Design	DEV.	Testing
Household	✓	✓	↻
Individual Details	✓	✓	↻
Tax Information	✓	✓	↻
Income & Deduction	✓	✓	↻
Other Health Coverage	✓	✓	↻
Special Enrollment Period	✓	✓	↻
eSignature	✓	✓	●
Change Reporting	✓	↻	●
Enrollment	●	●	●

● Not Started ↻ In-Progress ✓ Completed

Upcoming Initiatives

	Functionality	Value
Enhancements	<ul style="list-style-type: none"> ▪ Out-of-pocket Calculator Implementation ▪ Verification CheckList (VCL) Revamp ▪ Presumptive Eligibility determination for Family Planning Services 	<ul style="list-style-type: none"> ▪ Informed consumer choice for plan selection ▪ Operational Efficiency and Data Accuracy ▪ Improved consumer option and functional efficiency due to consolidation
Special Projects	<ul style="list-style-type: none"> ▪ Secure systemic option for Broker Escalations ▪ End-to-End Responsive Website Design ▪ RPA – EDI 834, System Security, System Operations 	<ul style="list-style-type: none"> ▪ Compliance ▪ User Experience and Functional Efficiency ▪ Automation, Accuracy and Efficiency
SalesForce	<ul style="list-style-type: none"> ▪ Procurement Workflow Solution ▪ Asset Tracking System ▪ Compliance Tracking Application ▪ Carrier Data Interchange Application 	<ul style="list-style-type: none"> ▪ Operational Efficiency ▪ Compliance and Efficiency ▪ Compliance and Efficiency ▪ Data Accuracy and Removing Redundancy