MHBE Board Meeting May 18, 2020

Quarterly IT Update

Presented by:

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Agenda

- Quarterly IT Update
- 2 IDIQ Contract Renewal
- 3 Akamai License Renewal

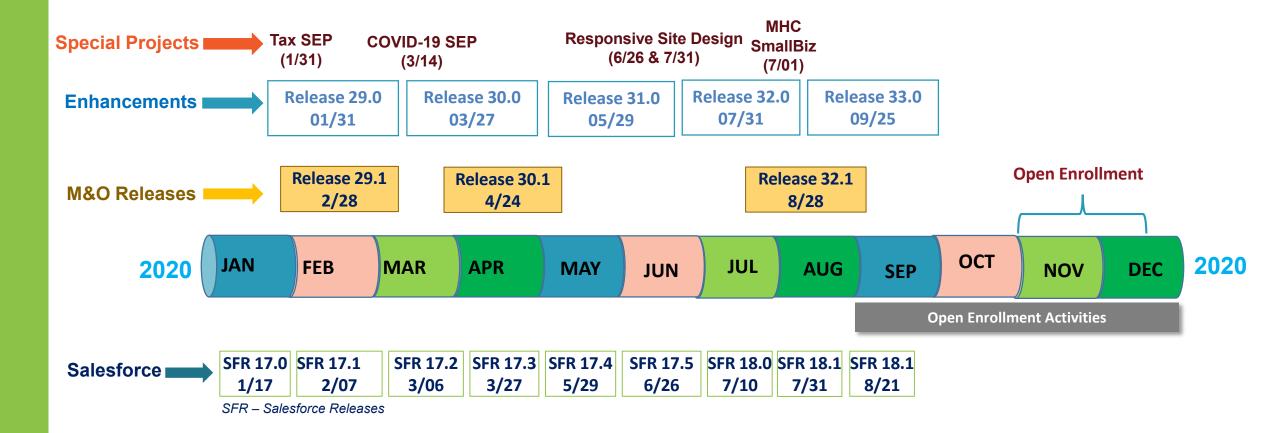


IT Update

- 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

January March April

Key System Changes

- Incorporate drug formulary information to aid in plan selection
- Provide ability for consumers to choose coverage start date in qualified special enrollment circumstances
- Medicaid family planning services
- Reasonably Predictable
 Change in Income for eligibility determination

- Policy change related to Adverse Action for Medicaid consumers moving out of state
- Operational enhancements for Dental inbound transactions
- Improvements to tracking audit trail of documents loaded to and removed from HBX.
- Provide the ability for Consumers and Workers to print completed applications
- Redesign MCO plan shopping screens
- Policy changes related to Medicaid A03 and F08 coverage groups
- Audit trail enhancements for income verification scenarios
- Display and track income verification checks from MABS

- Policy changes related to providing reasons for Medicaid denial of coverage or not requesting financial assistance
- Broker Portal changes to align broker consumer information
- Voter Registration related changes as per the State Board of Elections requirements
- Operational changes related to COVID-19 in line with CMS guidelines

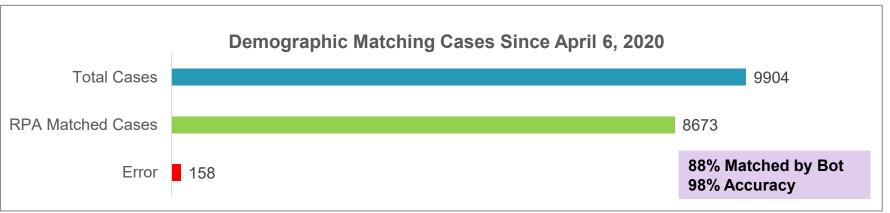
Special Projects

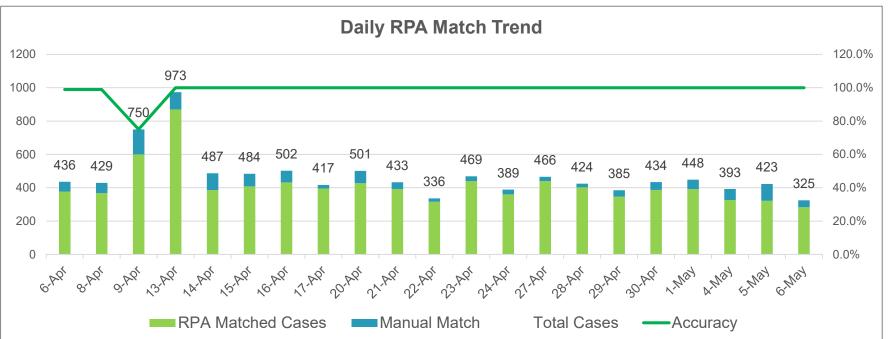
- Easy Enrollment Health Option (MEEHP)
 Implementation
- Optical Character Recognition (OCR) in MobileApp
- Automating Preventative Care Trigger Emails
- Multi-factor Authentication (MFA) for Brokers replacing Symantec VIP Service
- COVID-19 (SEP) Special Enrollment Period Implementation

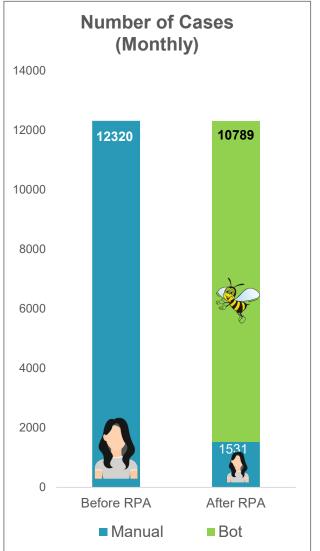
- Password Reset through Chatbot Flora
- Robotic Process Automation (RPA) of matching demographic data with external systems
- COVID-19 related Medicaid policy changes



Robotic Process Automation (RPA)









Password Reset Using Conversational Al

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	~	~	C
Individual Details		~	C
Tax Information	~	V	C
Income & Deduction	~	~	C
Other Health Coverage	~	~	C
Special Enrollment Period	~	~	C
eSignature	~	V	
Change Reporting	~	C	
Enrollment			





In-Progress



Completed



Upcoming Initiatives

Functionality	Value

Enhancements

Out-of-pocket Calculator Implementation

- Verification CheckList (VCL) Revamp
- Presumptive Eligibility determination for Family Planning Services
- Informed consumer choice for plan selection
- Operational Efficiency and Data Accuracy
- Improved consumer option and functional efficiency due to consolidation

Special Projects

- Secure systemic option for Broker Escalations
- End-to-End Responsive Website Design
- RPA EDI 834, System Security, System Operations

- Compliance
- User Experience and Functional Efficiency
- Automation, Accuracy and Efficiency

SalesForce

- Procurement Workflow Solution
- Asset Tracking System
- Compliance Tracking Application
- Carrier Data Interchange Application

- Operational Efficiency
- Compliance and Efficiency
- Compliance and Efficiency
- Data Accuracy and Removing Redundancy

