

# MHBE Board Meeting

June 21, 2021

## Quarterly IT Update

**Presented by:**

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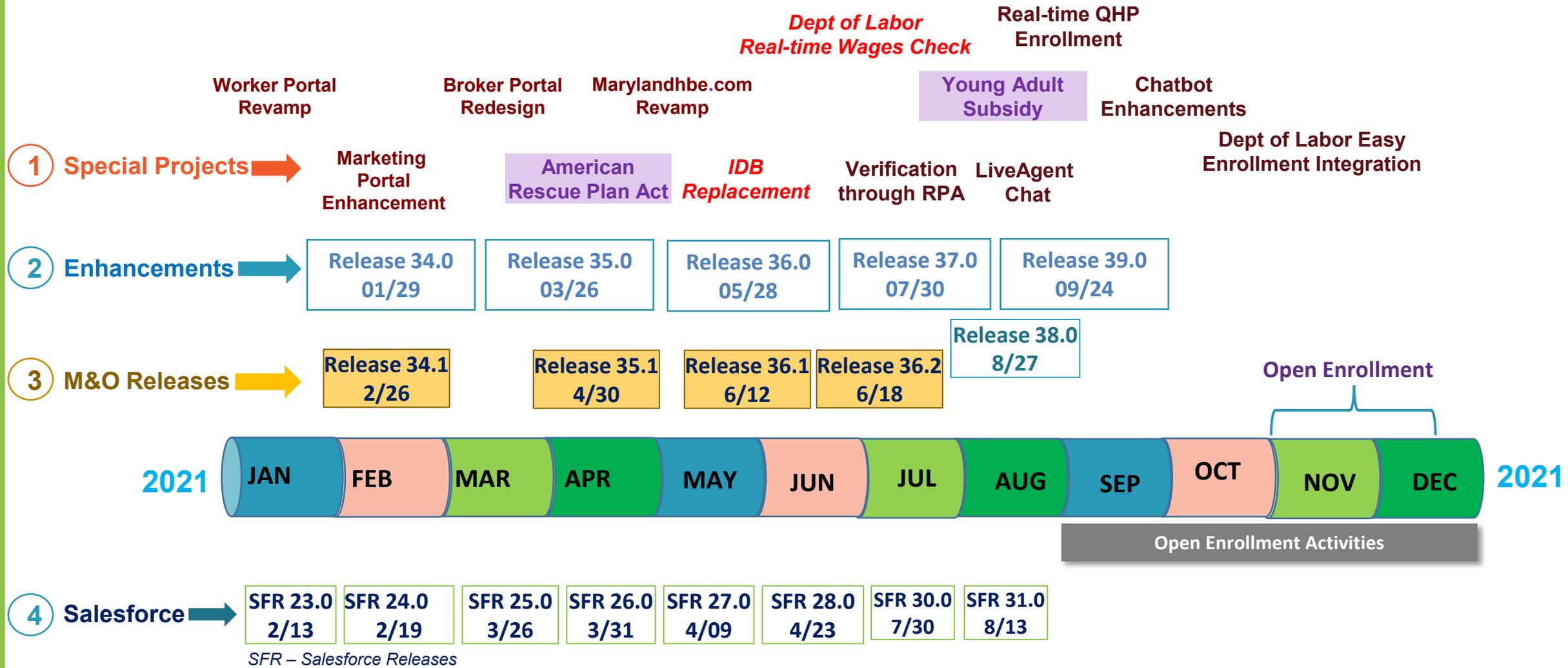
# Quarterly IT Update

- IT Roadmap for CY 2021
- Key Achievements in Q1 & Q2
- Upcoming Initiatives in Q3

# IT Focus

- 1) Continued system responses to Covid-19 pandemic
- 2) Operational excellence through technology modernization
- 3) Enhanced engagement with consumers and stakeholders
- 4) Consistent implementation of key initiatives

# IT Roadmap for 2021



# CY2021 Q1 Project Status

## 1095-A & 1095-B Forms

- ✓ 150,000+ 1095-A; and
- ✓ 1.5 Million+ 1095-B issued

## Easy Enrollment

- ✓ Working with the Comptroller's Office to start Easy Enrollment operations for CY 2021

## Covid-19 Changes

- ✓ Execute Medicaid determinations for Age-Out and Postpartum in line with Covid-19 policy changes

### Jan 2021

- ✓ Covid-19 System Changes
- ✓ 1095-A/B Process Redesign
- ✓ Worker Portal Revamp

### Feb 2021

- ✓ Account Dashboard Enhancements
- ✓ Doctor Search for MCOs
- ✓ Security Enhancements
- ✓ Chatbot Eligibility Check
- ✓ Marketing Portal Enhancements

### Mar 2021

- \* Notice Redesign (July 2021)
- ✓ Broker Portal Responsive Design
- ✓ Appeals Tracking Application
- ✓ X03 Coverage Changes
- ✓ Salesforce LMS Integration

# CY2021 Q2 Project Status

## Apr 2021

- ✓ **American Rescue Plan Act**
- ✓ Upgrade Remote ID Proofing to meet CMS Requirements
- ✓ Provider Search Enhancements

## May 2021

- ✓ Worker Portal Revamp Phase 2
- ✓ **Marylandhbe.com Revamp**
- ✓ Correctional Presumptive Eligibility Implementation
- ✓ Re-apply functionality in Family Planning Presumptive Eligibility
- ✓ Coverage end letters for QHP Household

## Jun 2021

- Remove the Identity VCL for X03 applications
- Correctional Presumptive Eligibility and Family Planning Presumptive Eligibility changes
- 20 Stakeholders Reports to **QlikSense Dashboards**
- Internal APTC calculator sync with Federal Hub
- SEP enhancements
- MongoDB upgrade

# CY21 Q3 Key Initiatives

## Jul 2021

- **Automatic Income Document Verification through RPA for Medicaid**
- **Real-time QHP enrollment**
- Stand Alone Dental Provider Directory
- System security and policy updates

## Aug 2021

- **Young Adult Subsidy**
- **Worker Portal Revamp - Phase 3 - 360 Degree View**
- **Live Agent Chat**
- QHP Renewal Changes
- Annual Plan Management Changes for 2022
- Eligibility and Enrollment Notices Revamp (1303 Notice)

## Sep 2021

- **Real-time Interface with the Maryland Department of Labor**
- Family Planning or Family Planning Presumptive Eligibility for Medicare Consumers
- Enable workers to Upload Paper Applications in PE Portal
- **Business Driven Dynamic Notice management**
- **Plan Management, QHP Renewal & OE Readiness Activities**