

Update on Eligibility Transformation and Integrated Eligibility and Medicaid Eligibility Projects

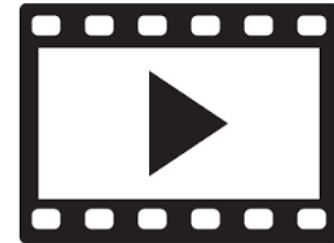
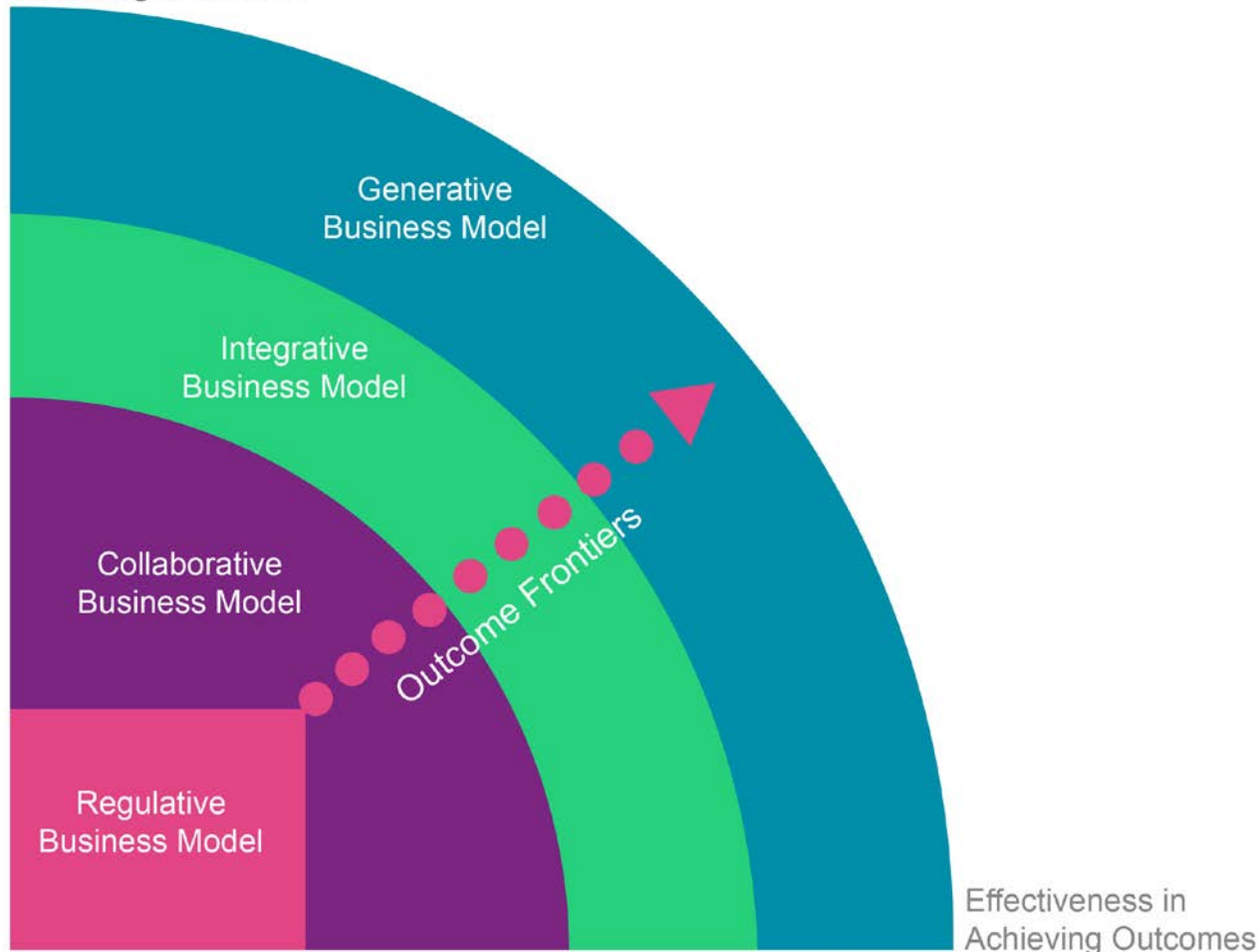
Fariborz Pakseresht, Department of Human Services Director
Ashley Carson Cottingham, Aging People with Disabilities Director
Kim Fredlund, Director, Self-Sufficiency Programs
Tony Black, ONE IE&ME Independent Project Director

OVERVIEW

The Department of Human Services (DHS) Self-Sufficiency Programs (SSP), Aging and People with Disabilities (APD) Programs and Oregon Health Authority (OHA) all focus on **serving Oregonians** who struggle to make ends meet effectively and efficiently.

TRANSFORMING THE OREGONIAN'S EXPERIENCE

Efficiency in
Achieving Outcomes



Effectiveness in
Achieving Outcomes

ELIGIBILITY TRANSFORMATION (ET)

This initiative focuses on aligning eligibility processes through APD and SSP programs.

- Takes advantage of IT supports through ONE IE&ME
- No Wrong Door
- Customer focused
- One application for multiple programs
- Storefronts and Virtual Eligibility Centers
- Staff training on end-to-end processes

THE ET PROJECT

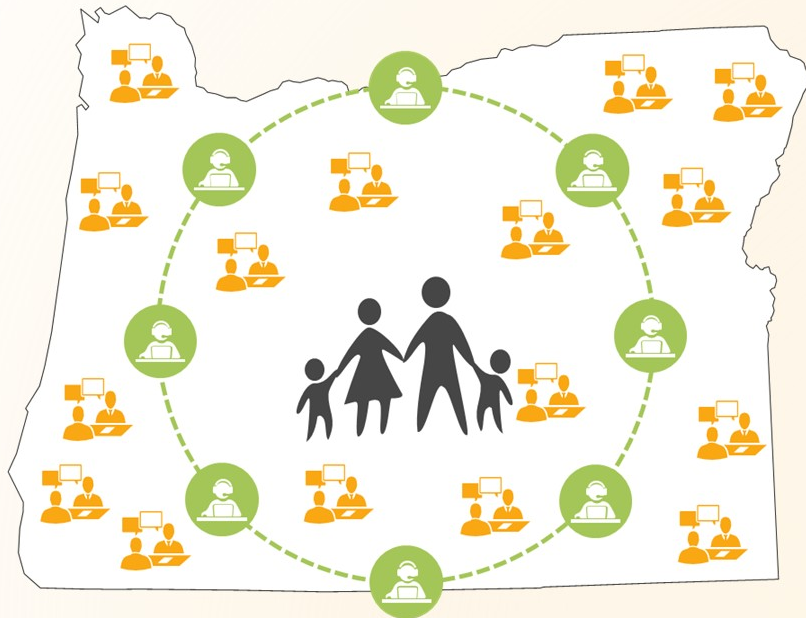
Work Streams:

- APD Eligibility Delivery
- OHP Integration
- SSP Eligibility Delivery and Processing Centers

Work Groups:

- Central Services
- Change Management
- Infrastructure
- VEC and Storefronts

THE FUTURE OREGONIAN EXPERIENCE



Store Fronts



Walk-in
Customers



Face-to-
Face



Services
Planning



Case
Management



Virtual Eligibility Center



Online /
Phone
Applications



Renewals



Change
Reports

Essential Elements



CUSTOMER SERVICE

- Focus on client-centered approach
- Customer chooses channel of interaction
- No wrong door



STANDARDIZATION

- Develop standardized processes
- Develop shared workload across offices
- Focus on "how" vs. "why/why not"



EFFICIENCY

- Align offices to Store Fronts and Virtual Eligibility Center
- Leverage integrated eligibility

ALIGNING SERVICE DELIVERY

SSP and APD are working together to have a consistent service delivery process that will allow Oregonians to understand what services they are eligible for in a timely, consistent manner.

- Same Day/Next Day
- Moving to a Task-Based Model

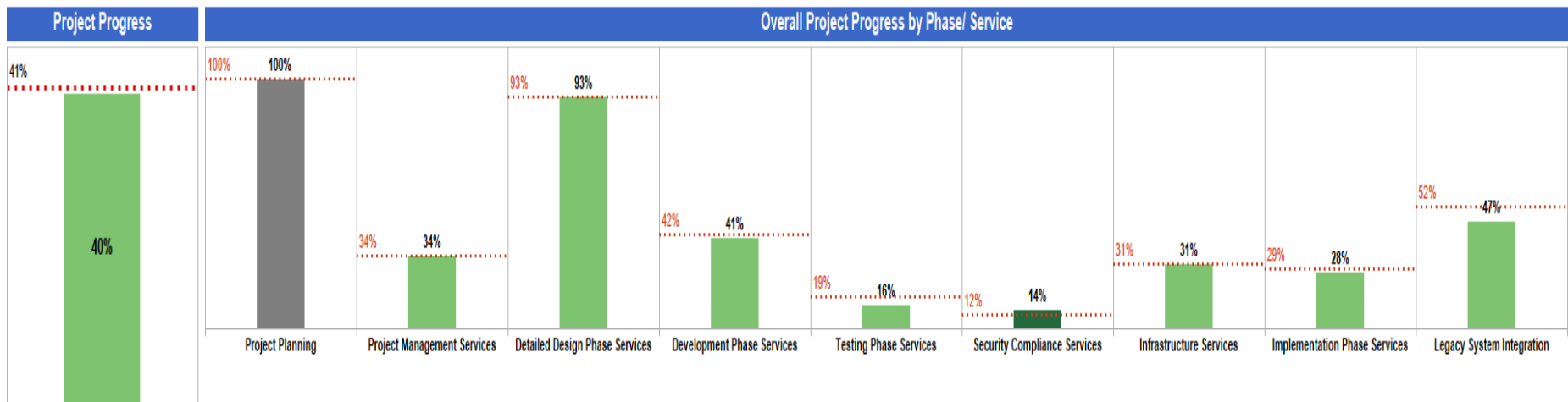
THE NEXT STEP IN SERVICE DELIVERY



ONE IE PROJECT

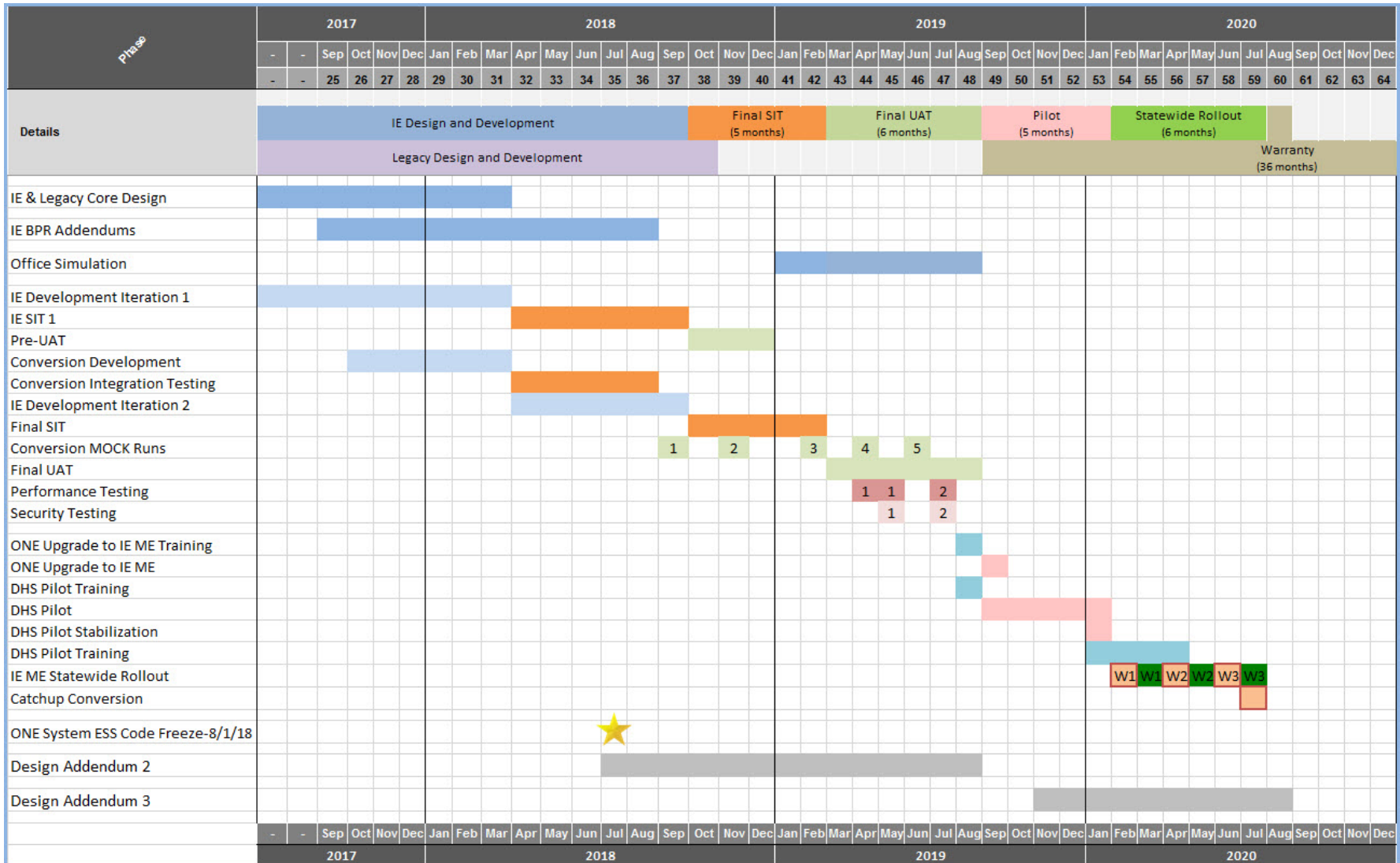
PMO Schedule Dashboard (as on: 2/12/2018)

[Click Here for Detailed Schedule](#)



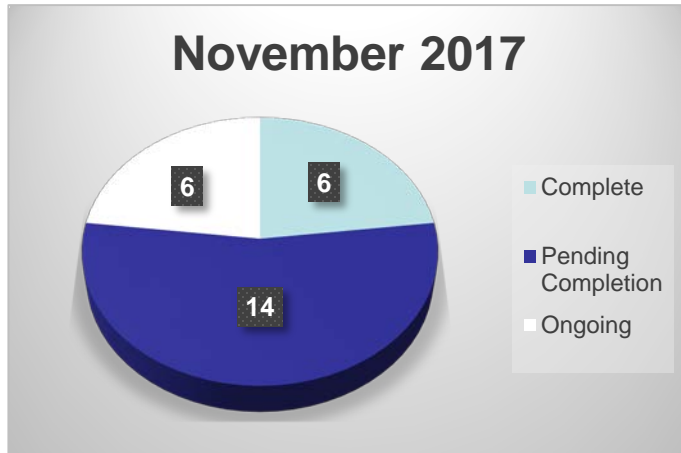
- Ahead of Schedule
- Complete
- On Schedule (0% - 5% Away From Target Value)
- Falling Behind (6% - 15% Away From Target Value)
- Late (> 15% Away From Target Value)

RE-BASELINED HIGH-LEVEL SCHEDULE

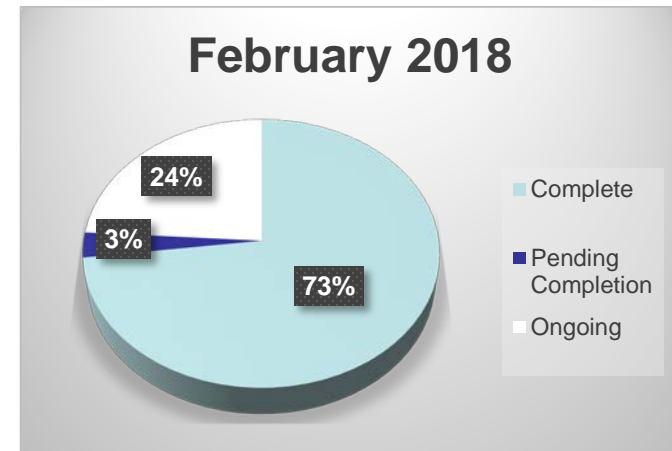
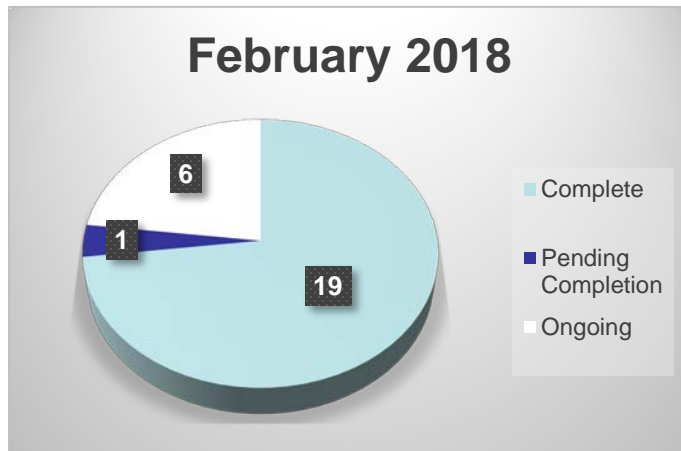
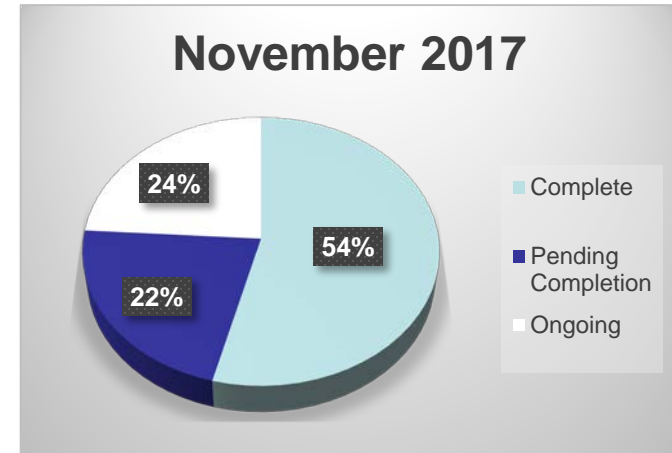


26 LEGISLATIVE INSTRUCTIONS DATED MAY 25, 2017

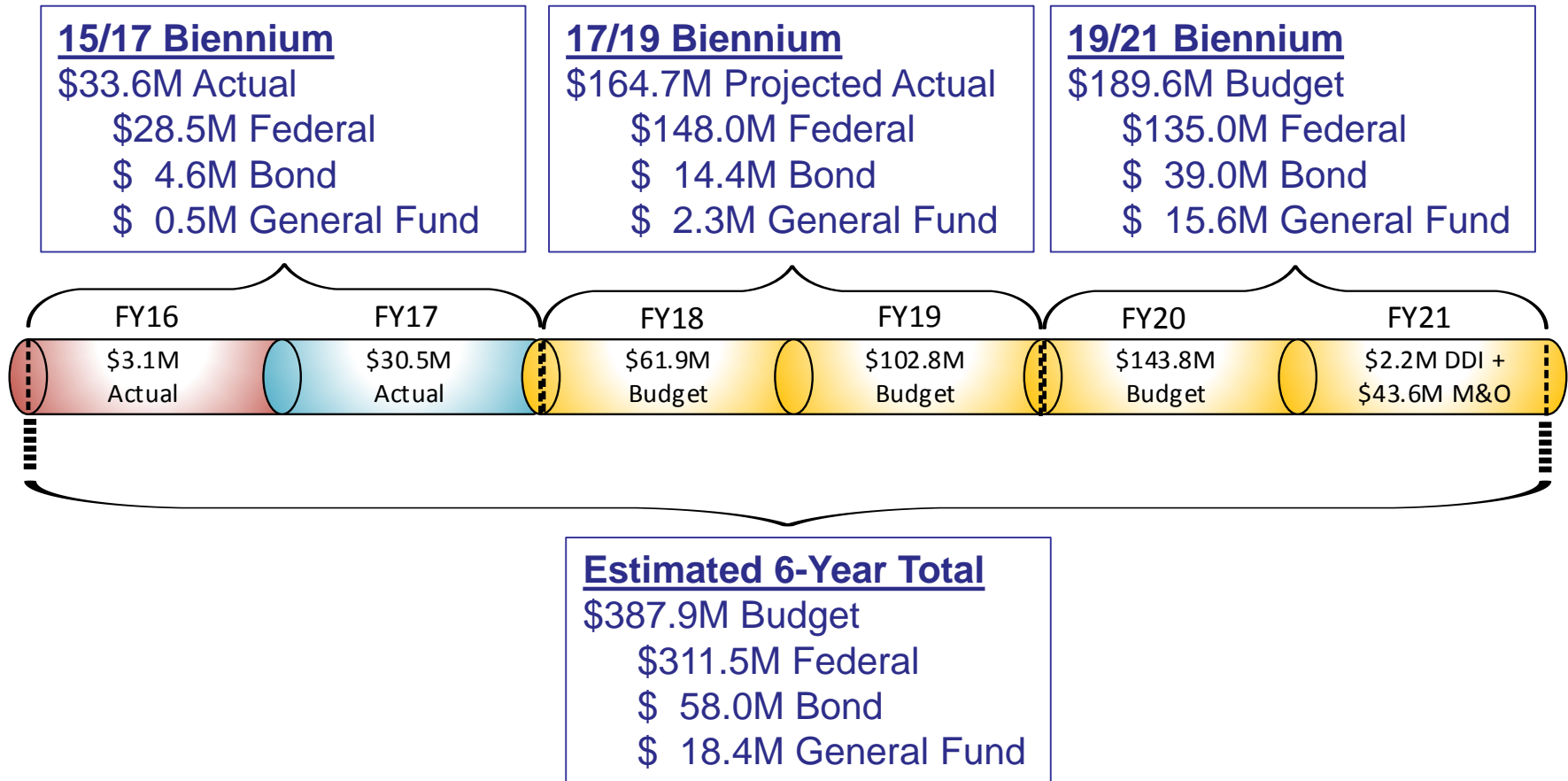
Status by Number of Items



Status by Percent Complete



EVOLUTION OF ONE IE&ME BUDGET AND SCHEDULE



GARTNER SCHEDULE AND BUDGET ESTIMATION ASSESSMENT AND VALIDATION

- The ONE IE&ME project incorporates the critical tasks and activities required to complete a robust Integrated Eligibility Solution for the State of Oregon aligned with the State's defined scope
- The Solution selected by Oregon (Benefind from Kentucky) is a proven solution that has been deployed into Production already in Kentucky (Full Integrated Eligibility) and Oregon for Modified Adjusted Gross Income (MAGI)
- The revised \$164M System Integrator Contract for Design, Development, and Implementation of Benefind is within the range of investments observed by Gartner in other states that have invested in Integrated Eligibility solutions of similar scope in the last 7 years
- The State's Legacy Readiness budget of \$9.2M and an additional \$1.4M in contingency funds is sufficient to cover the expenses related to the legacy systems remediation effort
- The overall ONE IE&ME DDI budget of \$345M (State and SI Costs) is on the low end of the range of total project expenditure observed in other states for comparable projects
- The revised ONE IE&ME schedule with a target completion date of July 2020 is a reasonable schedule in comparison to projects of similar scale and scope in other states, and will provide State of Oregon with sufficient time to conduct adequate testing
- The robust rules and policy management capabilities planned as a part of the ONE IE&ME solution can be expected to minimize the type of Medicaid audit findings that have been identified in previous years for OHA

Thank you!

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