

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: Melissa Garvin, Project Manager, DSS

AGENCY/PROJECT NAME: DSS / ConneCT

PROJECT MANAGER: Melissa Garvin / Louis Polzella

REPORTING PERIOD: Project Inception through 6/30/2015

Total Funds Requested: \$8,050,041

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|-------------------------------------|-----------------|---|
| Bond Commission Approval(s): | Date: Feb. 2013 | Amount: \$ 6,946,683 |
| | Date: Jan. 2014 | Amount: \$1,603,358 |
| | Date: July 2014 | Amount: (\$500,000) transferred to HIX/IE |

Accumulative Total Capital Fund Expenditures to Date: \$7,562,851

Brief Project Description/Summary:

The DSS ConneCT project will modernize the agency's existing infrastructure with the implementation of a Modernization of Client Service Delivery (MCSD) solution utilizing three (3) specific technologies: Internet-based Client Access and Web Services, Document Scanning and Work Flow Management, and Interactive Voice Response (IVR) and Call Center Services. These technologies will be integrated with our existing eligibility legacy system known as EMS. These functionalities will increase the efficiency and effectiveness in how DSS serves its customers.

Summary of Progress Achieved to Date:

ConneCT is in a Maintenance and Operations Mode. However, Release 7 Online Change Reporting and Online Redeterminations went into to Production in a "turned-off" mode. DSS has made the decision to split the Release 7 – Online Change Reporting/On Line Redeterminations functionality into two separate releases; Release 7 (a) - On Line Change Reporting and Release 7 (b) - On Line Redeterminations.

Release 7 (a) - On Line Change Reporting automation was made available for statewide public use, January 14, 2015 and DSS is receiving an average of 30 change reports, per day. To date, zero production incidents have been reported.

Issues and Risks:

none

Next Steps & Project Milestones:

Release 7 (b) - On Line Redeterminations functionality, "Full public access"

As a result of the federal Affordable Care Act (ACA), the Department must determine eligibility for approximately 220,000 Medicaid households using a new eligibility methodology. Households who do not

complete their scheduled renewal determinations are provided an additional four months to complete renewals. This was done to minimize confusion among our clients and avoid inappropriate case closures.

The four month extension is accomplished by automatically initiating the Medicaid renewal in the DSS EMS eligibility system, as if renewal documents had actually been received. The system tracks these cases and generates a final notice to households approximately two months later, allowing an additional two months to complete the renewal. Closures then occur for households that do not complete renewals.

The fact that the automatic renewal initiations described above are indistinguishable from situations where households have actually submitted renewal documents complicates the deployment of ConneCT Release 7 (b) On Line Redeterminations. If Release 7 (b) were in place, it would indicate that renewal documents had been received when in reality they had not been submitted. This would create confusion among clients and would result in inappropriate losses of Medicaid coverage.

The Department expects to complete the Medicaid renewals described above by the end of October 2015. When this activity is complete, DSS will be able to discontinue the four month extensions and deploy Release 7 (b). DSS will plan for the Release 7 (b) deployment following a complete test to ensure any changes made to the ConneCT application have not negatively impacted the existing Release 7 (b) code.

At this time, DSS plans for a November 2015 delivery date.