

**IT INVESTMENT CAPITAL FUND
PROJECT STATUS REPORT**

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

FROM: Vance Dean, IT Director, DSS
Mike Gilbert, Finance Director, DSS

AGENCY/PROJECT NAME: DSS / HIX-IE

PROJECT MANAGERS: Matthew Robertson/Sharon Kopycinski

REPORTING PERIOD: Project Inception through 06/30/2016

Total Funds Requested: \$33,507,119

Bond Commission Approval(s):

Date: Feb. 2013	Amount: \$ 1,563,055
Date: Jan. 2014	Amount: \$ 5,316,356
Date: July 2014	Amount: \$ 5,400,000
Date: July 2014	Amount: \$ 500,000 transferred from ConneCT
Date: Jan 2015	Amount: \$ 2,745,683
Date: Sept. 2015	Amount: \$ 2,329,035
Date: Jan 2016	Amount: \$ 8,957,474
Date: Jan 2016	Amount \$ 1,810,498 transferred from ConneCT and Husky

Accumulative Total Capital Fund Expenditures to Date: \$22,686,557

Brief Project Description/Summary:

The Department of Social Services Integrated Eligibility System project will replace the Department's existing 26-year-old Eligibility Management System (EMS). The integrated eligibility platform, once designed, developed, and implemented, will provide a seamless eligibility and enrollment process for Medicaid, CHIP and the CTHIX, and will ultimately be used to determine eligibility for other social service programs (e.g., SNAP, TFA). Specifically, the planned integrated eligibility function will initially address federal requirements for eligibility determinations for advance premium tax credits and reduced cost sharing through the Exchange, MAGI-based eligibility for Medicaid, complete individual responsibility exemption determinations, and coordinate enrollment. This project was divided into Tiers. Tier 1 was standing up the Access Health CT client and worker portals to handle eligibility and enrollment for MAGI Medicaid, MAGI CHIP, QHP, and APTC. Tiers 2 and 3 are directly related to replacing DSS' legacy eligibility system known as EMS. Tier 4 will utilize the existing infrastructure and platforms built in Tiers 1-3 to integrate other CT HHS agencies to achieve an enterprise solution.

Summary of Progress Achieved to Date:

DSS, BEST, and Access Health CT have been working with the Systems Integrator, Deloitte, to continue Tier 1 deployments to extend and refine current functionality and ready the software for integration with Tier 2 and Tier 3 functionality. There have been a number of deployments throughout the first half of 2016, including a March 4, 2016 release to further automate Adult FMAP determinations, include Transitional Medical

Assistance (TMA) functionality, implement an Enterprise Master Person Index (EMPI), and to develop much of the functionality required for the integration with Tiers 2 and 3. Another release was deployed in June, 2016 to enhance the system's core legal notices and to leverage concepts and language from the CMS model notices.

Tiers 2 and 3 work, the eligibility system replacement known as ImpaCT, is currently in the implementation phase. There are multiple State teams, Trading Partners, and vendors working in conjunction with Deloitte to design, develop, test, and deploy the ImpaCT system. Significant progress has been realized in the past 6 months including approval of multiple business and technical deliverables and the completion of several key milestones related to Design, Development, Testing, and Training. Specifically, this has included completing the final Business Systems Design and near-completion of all original and extended Design activities, the review and approval of numerous Security deliverables required for Pilot, the successful completion of many environment builds, and the completion of the majority of system development activities. Currently, the team is also nearing completion of the first-pass of User Acceptance Testing (UAT) and is approaching the completion of Conversion testing activities. Further, the training team has approved the Training curriculum, completed the revised Implementation Plan, and completed train-the-trainer activities. Interface testing is planned to conclude in August and the team is preparing for a mock run of system functionality. Below is a brief overview of the current areas of focus including conversion, interfaces, and testing.

Conversion Integration Testing (CIT) is expected to conclude by early August. The team is nearing completion of CIT Phase 2 testing and is finalizing validation of penalty data, along with the Case Merge Request Functionality. For CIT Phase 3 the team is finalizing work related to Day Zero interfaces, Interim conversion, and Renewals. Conversion testing will be completed by Mid-August.

Interface Integration Testing (IIT) is also in progress and targeted to complete in August. The team continues to identify mitigation strategies to address challenges with scenario execution and defect remediation. They are progressing with test preparation and data set-up for the remaining interfaces and are developing the EMS changes and infrastructure enhancements necessary to complete the automated end-to-end connectivity testing between ImpaCT/EMS and the Trading Partners.

The UAT team is focused on completing the execution of scenarios for all code received by July, 31st. Currently, 99% of over 6,600 scenarios have been executed with a pass rate of 93%. Defect remediation will continue through the month of August as will testing with Converted data and regression testing. Defects are prioritized and reviewed on a weekly basis.

A critical goal of DSS is to improve health and well-being of Connecticut's low income and disadvantaged populations by making it easy for individual clients and families to be enrolled in the most appropriate and advantageous HHS programs. As we move to a technology solution that will assist DSS to meet this need, it is equally important that we insure that the solution is well designed, tested, and is operational. Therefore, the ImpaCT team works closely with DSS leadership and reports to the Executive Steering Committee (ESC) on a frequent basis with regard to status and performance. The ImpaCT team also submits weekly updates to our Federal Partners at CMS & FNS and is currently working with an Independent Verification and Validation (IV&V) vendor to secure additional oversight. Operationally, the team has an active risk management process in place and monitors the work plan on a weekly basis to prioritize work, make decisions, and keep forward progress on track to go live with Pilot on October 11th.

Issues and Risks:

Current Tier 1 risks constitute the coordination of future deployments with the Tiers 2 and 3 implementation, while ensuring a successful Open Enrollment 2017.

The ImpaCT Tiers 2 and 3 risks and issues are tracked in a reporting system (JIRA) on a daily basis, and updated frequently. The risks are highlighted to DSS leadership on a weekly basis and reviewed with CMS & FNS on a monthly basis. Listed below is a representative sampling of current risks and issues from the ImpaCT project:

- CTIE-47094 – Not all functionality delivered to UAT R5 by 6/6.
- CTIE-46869 - Legacy EMS resources unavailable.
- CTIE-46775 - Lack of testing resources for ConneCT/ImpaCT integration.
- CTIE-23645 - The ImpaCT project schedule is late in many areas and there is limited slack remaining.
- CTIE-46291 - IIT testing delays could jeopardize the targeted 8/5/16 interface completion date.

Mitigations are regularly discussed at the weekly Project Management Meeting and vetted by the project team. Mitigations are then updated and recorded in JIRA and operationalized in work plans. Updates are provided to project leadership on a weekly basis.

Next Steps & Project Milestones:

Tier 1 will continue with several planned deployments. Release 20 is planned for August 12, 2016 to address issues and enhance functionality in time for Open Enrollment 2017. An additional Release is tentatively planned for September 23, 2016 to activate the functionality necessary for Tier 1 to communicate with Tiers 2 and 3 in real time.

The ImpaCT Pilot is on track for a go-live date of October 11th, 2016. In the interim, there are numerous upcoming milestones that the team will realize including the completion of UAT testing and defect resolution, completion of IIT Testing and defect resolution, establishing connectivity with Trading Partners and securing sign-off, completion of performance testing, AHCT switch activation, completion of a full mock run, ConneCT moving to production, providing Go-No-Go decision to CMS and finally, the ImpaCT move to production. Additionally, the team will prepare for onsite visits from CMS & FNS. ImpaCT Wave 1 and Wave 2 will follow from 1/10/2017 through 3/1/2017 and from 3/14/2017 through 4/3/2017, respectively.