HHSC IT Projects

## OVERVIEW

* **PEMS**
  + TPT (Trading Partner Testing): Feb -March 6, 2023: end-to-end testing with MCOs, Enrollment Broker, and TMHP
  + Deployment: ?
* **MCO Hub**
  + TPT: Begins March 3
  + Deployment: June 30
  + Overview: TexMedCentral will be retired with all its current functions moved to a new SFTP site to be called “MCO Hub”. Modernization to the site will include a new file structure, optimized performance, and site maintenance, and TXMedCentral servers migrated to the Data Center Services (DCS).
* **SB 1911 - Preferred Method of Contact and Consent to Electronic Communications**
  + TPT of the CHIP file changes April 10, 2023, through April 21, 2023.
  + Deployment: May 6, 2023
  + Overview: During the 87th Legislature, Regular Session, the State’s legislature signed Senate Bill (S.B.) 1911 87th Legislature, Regular Session, to modernize member communication using electronic communication.
* **CMS T-MSIS 835 Transaction Data File** Project
  + Deployment: March 1, 2023
  + Overview: All MCOs and DMOs are required to submit X12 835 Health Care Claim Payment and Remittance Advice Data transactions for Medicaid and CHIP operational data.
* **Address Change Automation** Project
  + TPT: February 13, 2023 through March 10, 2023 and March 20, 2023 through April 14, 2023.
  + Deployment: April 22, 2023.
    - This timeline is subject to change. It just got bumped up a few weeks to align with the end of the PHE.
  + Overview: HHSC is implementing the Address Change Automation project to assist with the increased address changes that are expected to occur prior to and during the end of continuous Medicaid unwinding period.
* **Texas All Payor Claims Database (TXAPCD)**
  + Deployment: March 1, 2023
  + Overview: Center for Health Care Data (CHCD) shall collect, process, analyze and store data relating to medical, dental, pharmaceutical, and other relevant health care claims and encounters, enrollment and benefit information for the purposes of increasing transparency of health care costs, reporting utilization and access, improving the affordability, availability and quality of health care and improving population health.
* **Enrollment at Eligibility (E@E)** 
  + TPT:
  + Deployment: September 1 (possibly changing)
  + Overview: Applicants will be able to make an MCO choice at application. Enrollment Broker will continue to perform choice counseling activities. Coverage prior to the certification date, including three months prior coverage, will remain in fee-for-service.
* **Critical Incident Management System**
  + TPT: March
  + Deployment: June 6, 2023
  + Overview: MCOs will be required to ensure waiver providers are trained on use of the CIMS and report critical incidents into the CIMS, and will be able to monitor critical incident reports their waiver providers have made in the CIMS. HHSC is working with FEI Systems, the CIMS vendor, to configure a platform to collect all required critical incident information across waiver programs. This will include information on ANE allegations in addition to other critical incidents required by program policy. MDCP and STAR+PLUS HCBS program providers will be required to report information into the new system.
* **MES Modernization**
  + TPT: ?
  + Deployment: ?
  + Overview: MES Modernization is splitting TexMedCentral into 3 separate entities with the end of Accenture’s contract (8/31/23)
    - The MMIS Business Operations and Business Integration (Business Operations) vendor is responsible for overseeing:
      * Business integration efforts,
      * Call center,
      * Third-party liability processing,
      * Provider enrollment, and
      * Enterprise project management.
    - The Application Maintenance and Development of MES Modernized Systems (AMD) vendor will oversee support of recently updated applications which reside in the state-owned data center. AMD responsibilities include:
      * Provider Enrollment and Management System (PEMS),
      * Electronic visit verification (EVV) aggregator,
      * Transformed Medicaid Statistical Information System (T-MSIS) for federal reporting,
      * Medicaid/CHIP data analytics (including surveillance utilization review and Medicaid fraud and abuse detection system),
      * Managed Care Organization forwarding (claims clearinghouse), and
      * Managed care encounter data warehouse.
    - The Claims Processing and Adjudication and Financial Services (Claims) vendor will be responsible for overseeing Medicaid fee-for-service (FFS) claims processing through an outsourced services vendor solution. Responsibilities include:
      * FFS long-term care (LTC) claims processing,
      * FFS acute care claims processing,
      * Claims adjudication, and
      * Fiscal agent processes.
* **PEMS+**
  + TPT: ?
  + Deployment: ?
  + Overview: to add credentialing and provider applications into PEMS. MCO meetings began February 9th, 2023.

## CONCERNS

* **Project overlap**
  + Drain on the plans’ resources (limited IT staff, cost of building and rebuilding systems)
    - For example, MCO Hub and PEMS are scheduled to test at the same time.
* Plans should have the **opportunity to provide input** on the systems being developed before they've been developed.
  + By the time testing comes around, IT systems may be too far along in the process (with too much money sunk in or too short a timeframe) to be able to meaningfully adjust per the plans’ feedback.
  + Walking hand-in-hand with the plans at an earlier phase on the design of systems would ensure HHSC and its contractors have the information needed to develop and build systems as efficiently and accurately as possible.
    - Example: P files were initially not considered in scope for PEMS.
* The plans need information to build out their systems **prior to testing:**
  + Detailed technical specifications
    - Plans aren’t always given the information they need, with the level of detail needed. For example:
      * An MCO Hub crosswalk was given in December. It lacked detail. HHSC just sent an updated crosswalk in February which contains more detail.
      * On the last MIS scan call (Feb. 15), at least 5 plans spoke up and said they still hadn’t received credentials for MCO Hub. Some plans have hundreds of automated jobs they’ll have to individually code prior to testing, which they cannot do until they get credentials.
  + **60- 90 days to make system updates** before TPT.
    - Notice should already be out for MES Modernization, and detailed information such as project scope and claims forwarding.
* **Communication** on project updates is not always cohesive or predictable. The plans prefer project updates through a single source: **MCO notice**.
  + For example, MCO Hub project updates come through:
    - Email to varied distribution lists
    - MCO notice
    - MCO folders in TexConnect
    - Monthly MIS Scan Call
  + Multiple health and dental plans have expressed confusion and are unable to locate project updates in a reliable, timely manner.
  + For MCO/DMO-specific updates, plans request an MCO notice pointing out that an update or resource is available through TexMed or email (or however HHSC issued the update).

## SOLUTIONS

* **Involve the plans at an earlier phase** in IT projects.
  + A few health plans suggested an **IT Consortium**: a standing meeting where HHSC and health/dental plans could collaborate on projects.
    - This would **start at the planning phase and run through implementation**.
    - TAHP could facilitate this on the MCO side (to pull SMEs for each project) and HHSC for Accenture, TMHP, and different HHSC areas.
      * Ideally we'd adjust invites for each meeting so that appropriate parties are present to brainstorm, troubleshoot, discuss timelines, expectations, etc.
    - Early chance for HHSC to learn impacts and possible areas of abrasion from the plans to incorporate input.
    - The plans are especially excited about this idea!
* **HHSC create a project overview/ timeline for each IT project** which contains:
  + **A kickoff meeting** with MCOs/DMOs to explain the project overview and scope and accommodates MCO/DMO Q&A
  + How **communication** will occur for each project
  + **Information** plans will be given, at what project stage
  + How long plans have to **build out systems** prior to testing
  + **Testing** date
  + **Deployment** date
* Issue project updates through MCO notice. If updates must be distributed another way (like dropping MCO-specific files into TexConnect), specify that's taken place via MCO notice.
* **Do not test and deploy conflicting projects** at the same time.