



TAHP

The Texas Association of Health Plans

HHSC IT Project Collaboration Opportunities

March 15, 2023

Meeting Objectives

- Identify challenges to effective IT project implementation between HHSC, HHSC's contractors, and MCO/DMOs
- Propose collaborative solutions that work for all parties involved
- Set a direction for the future of IT collaborations



2023 HHSC IT Project Timeline



Challenges

- **Project overlap:** IT staff and resources are limited, this is particularly challenging when projects are extended—even when the extensions are necessary and requested by plans
- **Lack of opportunity** to provide input early: Can result in a loss of meaningful adjustments based on feedback
- **Inadequate time** for to plans to build out their IT systems before trading partner testing begins: Leads to increases in the cost of building and rebuilding expensive technology systems
- **Lack of predictable communication:** Creates confusion when plans are unable to locate project updates in a reliable, timely manner
- **Perceived lack of expertise** from HHSC contractors and IT staff. For example, fee-for-service policies inappropriately applying to managed care.

Solution

- **We propose an IT Consortium:** a new meeting structure for HHSC, HHSC contractors, and plans to collaborate on projects
 - Meetings at regular intervals that generate meaningful feedback at the planning phase of each project and run through implementation
 - Participation limited to a few plans that volunteer to participate
 - Meetings hosted by HHSC with announcement support from TAHP Medicaid Operations
 - HHSC sets the agenda, with additional input sought from plans



Additional Considerations

- **Comment period** with plans before procurement that provides an overview of any potential IT project requirements/methods and get feedback
 - Plan feedback would help to inform HHSC's IT project proposals before procurement considerations
- **Comment period** with plans after procurement to define technical specifications needed prior to trading partner testing for each IT project
- **Inclusion of additional HHSC staff** familiar with managed care
- **Issuing all project updates via MCO notice**, including a notice that updates were distributed another way (e.g., dropping MCO-specific files into TexConnect)

Additional Considerations, cont'.

- **A kickoff meeting** to explain each project's overview and timeline that includes:
 - How communication will occur for each project
 - What additional information plans should expect, at what project stage
 - 60-90 days for plans to build out systems prior to testing
 - Testing date
 - Deployment date



Opportunities

- **Early collaboration** provide HHSC a chance to identify possible areas of abrasion not previously identified
- **Keep costly IT projects** on schedule
- **Ensures HHSC and its contractors** have the information needed to develop and build systems as efficiently and accurately as possible, controlling costs
- **Provides stakeholders** a chance to be informed and engaged