

The Platform

Quarter One, 2019



ITC/QA Leads the Pack

The Information Technology Consulting and Quality Assurance (ITC/QA) Request for Proposal (RFP) was released May 11, 2018. Currently, the department is conducting negotiations with a contractor hoping to finalize the contract during the first calendar quarter of 2019. The negotiations should result in a finalized contract.

Under the strategic guidance of the department, the ITC/QA contractor will *partner* with the department to achieve CMS certification for the new Medicaid Management Information System (MMIS) ensuring the commonwealth continues to receive enhanced federal funding participation (FFP), for MMIS operations

Specific ITC/QA business objectives include:

- **Project Management**
 - Assist the department with the development of the MMIS 2020 Platform charter
 - Act as the primary Project Management Office for the MMIS 2020 Platform under the strategic guidance of the department
 - Develop, execute, and monitor the Integrated Master Plan for compliance across the MMIS 2020 Platform project
 - Participate in CMS milestone reviews throughout the Medicaid Enterprise Certification Lifecycle
 - Track adherence to the project baseline schedule and alert the department of conflicts to the established schedule
 - Provide written status reports that include reporting project risks and issues
 - Manage an automated, scalable project management system
 - Schedule and facilitate meetings, requirements gathering and Joint Application Design (“JAD”) sessions
- **IT Consulting**
 - Provide the commonwealth with recommendations on streamlining operations
 - Collect business requirements for new initiatives, develop detailed business requirements from business requirements previously defined by the department, and develop gap analyses
 - Monitor the national and state horizon for proposed and current legislation, other innovative state MMIS programs, and operational models that impact MMIS operations to reduce costs and improve service
- **Quality Management**
 - Develop and manage the MMIS 2020 Platform quality management solution
 - Develop and conduct comprehensive User Acceptance Testing including creating test plans
 - Develop and maintain the MMIS 2020 Platform comprehensive user manual
 - Review MMIS 2020 Platform artifacts prepared by other program contractors
 - Cooperate with the IV&V contractor and prepare evidence for the MMIS Certification Reviews for CMS approval
 - Provide MMIS 2020 Platform training for all users, stakeholders, and contractors

Upcoming Event:

Watch for the announcement for the ITC/QA kickoff meeting.

MMIS 2020 Platform RFP Releases

Since the last issue of The Platform, the first three module RFPs listed below are in various stages of procurement process. The remaining RFPs in the list are in a pre-release status.

- **IT Consulting & Quality Assurance (ITC/QA):** Negotiations are in progress.
- **Electronic Data Interchange (EDI):** The RFP was released June 29, 2018, and proposal evaluations are complete. Selection is pending. Negotiations are expected to begin early 2019.
- **System Integrator Data Hub (SI/DH):** The RFP was released October 18, 2018 with responses due January 4, 2019. Following evaluations and negotiations we expect the contract to be in place by mid-2019.
- **Outpatient Drug Module (ODM):** The targeted RFP release date is first calendar quarter 2019.
- **Multi-Lot RFP: Managed Care Administration (MCA), Financial (FIN), Fee-for-Service (FFS):** The targeted release date is first calendar quarter.
- **Multi-Lot RFP: Prior Authorization (PA) and Outbound Mail (OBM):** The targeted release date is second calendar quarter.
- **Multi-Lot RFP: Third Party Liability (TPL) and Program Integrity Management Services (PIMS):** The targeted release date is second calendar quarter.

MMIS 2020 Platform Governance: A Team Effort

The governance structure of the MMIS 2020 Platform consists of Centers for Medicare and Medicaid Services (CMS), Executive Review Board, Steering Team, Project Team, Project Management Team and department Subject Matter Experts.

Overseeing the department, CMS sets the regulations to follow for implementation of the MMIS 2020 Platform. CMS requires an Independent Verification and Validation (IV&V) contractor oversee Pennsylvania's implementation progress as well as certification of the new MMIS. CMS also approves DHS MMIS 2020 Platform RFPs, contracts and requests for the enhanced FFP for the implementation project. The department is required to update CMS monthly of the MMIS implementation progress.

The MMIS 2020 Platform Executive Review Board meets monthly and is comprised of executive sponsors who provide approval to all decisions prior to the finalization of the program requirements. The Executive Review Board reports progress to the DHS Secretary as well as escalates issues that may be a risk to the project's progress.

The MMIS 2020 Platform Steering Team comprises management staff from across the department including DHS Secretary's Office, PA Office of Administration (OA) - Health and Human Services Delivery Center, Office of the Budget, Comptroller, Office of General Counsel, Office of CHIP (Children's Health Insurance Program), Office of Medical Assistance Programs, Office of Mental Health and Substance Abuse

Services, Office of Developmental Programs, Office of Child Development and Early Learning, Office of Income Maintenance, Office of Long Term Living, Office of Children, Youth and Families, Office of Administration, and the IV&V Contractor. Their recommendations to issues are forwarded for Executive Review Board decision. Issues the MMIS 2020 Platform Steering Committee have provided recommendations to date include; type and amount of data being converted from PROMISe™ to the MMIS 2020 Platform, formalizing the retention policy in the new MMIS, and setting the PROMISe™ change order limitations referred to as a "blackout period". A partial blackout period is currently in effect, where any change order over 1,000 hours will be reviewed for return on investment (ROI), costs and project timeline. The team also keeps each other apprised of new initiatives from their program offices that may or may not impact the MMIS 2020 Platform Project. The MMIS 2020 Platform Steering Team had it first meeting January 24, 2018 and is scheduled to meet monthly.

The MMIS 2020 Platform Project Team meets every other week and consists of representatives from Procurement, Comptroller, Bureau of Program Integrity, OA - Health and Human Services Delivery Center, Bureau of Fee-for-Service Programs, Bureau of Data and Claims Management, and IV&V. The Project Team works the project tasks and activities on a daily basis, and identify and escalate issues, risks, and decisions that require leadership attention.

The MMIS 2020 Platform Project Management Team consists of the core members of the MMIS 2020 Platform Project Team and meets on a daily basis to manage the project. The Management Team identifies and directs resources to the project activities and tasks. This team is managed from OMAP's Division of Health Information Technology and Program Support within the Bureau of Data and Claims Management.

The department's Subject Matter Experts (SME) are users of the MMIS and are key to every step of the project's success. The SMEs have been involved in visioning and requirements sessions, RFP requirement reviews, participating in project meetings and serving on RFP evaluation committees.

There are well over 200 commonwealth staff involved in helping make the MMIS 2020 Platform Project a success!

"I am looking forward to working with the ITC/QA Contractor to develop the first totally modular CMS certified MMIS. Through the synergies of a world class ITC/QA Contractor and our dedicated commonwealth staff, we will achieve this goal!"

- Sam Moore, MMIS 2020 Platform Executive Project Manager

