

Community Engagement

C E

Learning Collaborative

Session 3: Systems Design & Enhancements

September 26, 2018

1:15pm-2:15pm ET

Key Considerations for Systems Design & Enhancements

- Plan and Request Funding
- Build and Test Functionality
- CMS Review
- Early Key Features

Plan and Request Funding

Enhanced FFP is available to support reasonable costs associated with systems development activities related to the 1115 demonstrations. These costs will be subject to existing guidance (e.g. State Medicaid Director letters), regulatory requirements and approval processes.

States may submit a separate Advanced Planning Document (APD), but it is not required. CMS is requiring that states provide a separate detailed budget table within the APD for activities and funding that are related to 1115 demonstrations.

States may submit APDs that include reasonable requests for funding for system development related to proposed 1115 activities before the demonstration is approved. CMS encourages states to share drafts of their APDs and to work with their eligibility and enrollment lead analyst early and throughout the approval process.

Build and Test Functionality

CMS will be reviewing APDs requesting for funding for CE activities for the following functionality updates (this functionality is not a comprehensive list):

Backend Functionality

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|-------------------------|---|
| Eligibility rules | <ul style="list-style-type: none">• Update rules to identify enrollees subject to CE requirements• Suspension, Termination, Reinstatement, Grace Periods |
| MES Updates | <ul style="list-style-type: none">• Update coding for CE categories to coordinate with eligibility system and MCOs |
| Verification Processes | <ul style="list-style-type: none">• Utilize State Data Sources for work/volunteer verification• Utilize Federal Work Number for work verification |
| Account Transfer Coding | <ul style="list-style-type: none">• Ongoing coordination with CMS regarding identification of beneficiaries in varying statuses |

Interfaces

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| MCOs | <ul style="list-style-type: none">• Revise interfaces to allow providers to see CE status |
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Build and Test Functionality

User Interface/Experience

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|---------------------------|---|
| Member Portal Development | <ul style="list-style-type: none">• Develop dashboard of beneficiary CE information• Listing of volunteer/work opportunities• Develop ability to enter hours, exemptions, appeals |
| Notifications | <ul style="list-style-type: none">• Update noticing to address CE population |
| Mobile Functionality | <ul style="list-style-type: none">• Consider mobile functionality for document management |

Worker Portal Development/Tracking

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|--------------------|--|
| Worker Portal | <ul style="list-style-type: none">• Develop dashboard for CE information• Ability to review and track hours |
| Tools for Tracking | <ul style="list-style-type: none">• Develop capability to track beneficiaries meeting requirements and those who are out of compliance |

Data Analytics/Reporting

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| Data Warehouse/
Analytics Tool | <ul style="list-style-type: none">• Develop data analytics and refine existing systems• Develop or leverage software to track and report metrics |
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CMS Review: Initial Engagement

Oversight of Community Engagement operations will consist of initial engagement and ongoing oversight:

- Initial Engagement
 - APD Reviews - Cost reasonableness assessment, 1115 associated costs tracked separately, re-use, stakeholder engagement
- Outcomes-oriented system development oversight – is the system ready, and does it continue to produce accurate and timely outcomes:
 - Test Cases – Initial identification, Verification, Noticing, Suspension/Termination, Reinstatement
 - Ongoing production of data - Performance indicators per STCs, TMSIS data

Metrics requirements are still under development and will be established with input from the states and in coordination with the STCs outlined by the State Demonstrations Group. Data we anticipate collecting:

- Total demonstration enrollees subject to CE
- Total demonstration enrollees not subject to CE
- Total enrollees subject to CE in suspension status
- Total enrollees subject to CE receiving benefits
 - met requirements for qualifying activities
 - did not meet requirements
- Total enrollees newly suspended for failure to meet requirements
- Total enrollees not subject to CE requirements (e.g. pregnant, medically frail, care taker, student, former foster youth, good cause, etc.)

Early Key Features

The three states who have received CMS approval for their Community Engagement demonstrations have all engaged in thoughtful design and development of their programs. We wanted to highlight a couple of features for other states considering CE demonstrations:

- System - Reuse of existing state resources and contracts
- Focus on user experience, including Mobile-enabled member portals
- Verification sources
- Leveraging sources for medically frail
- Phased roll-out (No big bangs!)
- Accept work hour documentation with periodic audit
- Automatic hour population for verified program (e.g. school)

Thank you!

To ask questions and provide feedback, contact
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