Health and Human Services Transformation Project (HHSTP)

MISSISSIPPI DIVISION OF **MEDICAID**

MDHS
MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

Project Charter

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Revision History

Version	Date	Description	Revised by
V0.1	09/06/17	Initial Submission	Cambria Solutions
V0.2	09/21/17	2nd submission in response to comments	Cambria Solutions
V0.3	10/04/17	3rd submission in response to comments	Cambria Solutions

1 INTRODUCTION

DOM and MDHS are two key components of the State's Health and Human Services environment. MDHS delivers services to at least one in four citizens and DOM provides access to health care for ~800,000 of 2.9 million Mississippians. In fact, 63.9% of MDHS beneficiaries are also clients at DOM. To increase coordination, improve health outcomes and paths to self-sufficiency, and reduce taxpayer burden, MDHS and DOM prioritized working together to develop a long-term vision and roadmap.

In the fall of 2016, MDHS and DOM signed a Memorandum of Understanding (MOU) committed to developing a collaborative process to establish a vision of interoperability and shared services. Working together, the agencies identified and prioritized several avenues of collaboration and coordination that could improve administrative efficiency, reduce information technology (IT) cost of ownership for the state, and improve service delivery to clients.

MDHS and DOM jointly launched the HHS Transformation Project or "HHSTP" with a vision to create "…an interoperable health and human services model that provides coordinated client services, reduces fraud and abuse, achieves greater administrative efficiency, promotes self-sufficiency, and introduces innovation to improve the lives of all Mississippians."

2 PURPOSE

The HHSTP Project Charter defines the scope, objectives and overall approach for the work to be completed. It is a critical element for initiating, planning, executing, controlling and assessing the project. It serves as a contract between the Mississippi Division of Medicaid (DOM), the Mississippi Department of Human Services (MDHS) and HHSTP vendors, stating what will be delivered according to the budget, time constraints, risks, resources and standards agreed upon for the project.

3 SCOPE

As a first step in DOM and MDHS long-term vision, the Health and Human Services Transformation Project is undertaken to implement many changes to the eligibility systems that support greater access to potential applicants and better screening to address fraud and abuse.   The following changes are involved in both new and existing systems, as part of the scope of HHSTP:

Exhibit 1: HHSTP Modules

System Name	New/Existing	Module Description	Module Features/ Modifications
Common Web Portal (CWP) Module	New	Provide a single, centralized web portal that allows recipients to submit applications for Medicaid, CHIP, SNAP, TANF, and other programs as defined. A secondary function of the CWP is to provide a dashboard which allows users to check status, benefits, etc.	• Single Streamlined Application • Self-Service Portal • Rules Engine • Communication Module

Fraud and Abuse Module	New	Performs fraud and abuse prevention, enhanced verifications, and coordinated initiatives for cost avoidance, savings, and improving program integrity	• National Accuracy Clearinghouse (NAC) • Asset Verification • Identity Management • Additional Data Verification Data Sources
Data Hub Module	New	Provide a common integration platform and interfaces between agencies and engaged vendors that is flexible, scalable, and extendable to real-time data exchange and enhanced verifications	• Enterprise Service Bus • Data exchange Standards/ API Management
New MEDS	Existing	Determine Medicaid and CHIP eligibility for the ABD and FCC populations. Interface with the Federal Data Services Hub and the Federally-Facilitated Marketplace.	• Interface with the Data Hub for application intake/ referral • Interface with the Data Hub for fraud/abuse • Application integration into the workflow for the case worker
Medicaid Management Information System (MMIS)	Existing	Process SSI files received from SSA and use them to deem Medicaid eligibility. Also, receive Medicaid eligibility decisions and store in the Recipient file for claims processing.	• The NAC is loaded from the MMIS database. The batch files are located in the MMIS and the nightly/monthly schedule is in the MMIS.

MAVERICS	Existing	Is used to determine eligibility, child support payments and manage benefits for its clients.	• Interface with the Data Hub for application intake/ referral • Interface with the Data Hub for fraud/abuse • Application integrations into the workflow for the case worker

4 OBJECTIVES

The objectives of the HHSTP are as follows:

- Implementation of a centralized application for health and human services eligibility programs
- Improved and streamlined business processes that make full use of a centralized application and self-service portal for members
- Improved administrative efficiencies for reviewing and approving applications (replacing time-consuming manual processes)
- Implement a data hub module which will authenticate senders and authorize receivers to support data transfers between different parts of the system in real-time
- Performance of fraud and abuse function with enhanced verifications, and coordinated initiatives for cost avoidance, savings, and improvements in program integrity
- Fulfill CMS regulations (Title VII, Section 7001(d) of P.L.110-252 (Supplemental Appropriations Act of 2008)) by having enhanced eligibility verification services including asset verification
- Fulfill Mississippi HB1090 and SB2330 by implementing enhanced verification services
- Improved service delivery to clients

5 APPROACH

Work plans will be established for modules within the HHSTP. These plans will be integrated with a master plan that allows rollup and aggregate project analysis during the lifecycle of the project. Individual modules require their own respective team meetings and schedules, but will be monitored and reported upon as part of the overall project management. Regular team status reviews will be performed. Monthly executive project health reports will be produced and reviewed with the HHSTP project management team and executive council.

6 STAKEHOLDERS

- Mississippi Office of the Governor

- Mississippi Division of Medicaid
- Mississippi Department of Human Services
- Cambria Solutions
- Conduent
- DXC
- LexisNexis
- MSI
- SLI
- Members
- Applicants

7   ROLES AND RESPONSIBILITIES

The HHSTP involves multiple agencies and vendors, so the definition of roles and responsibilities on the project is important. The sub-sections below provide a high-level overview of the responsibilities of the team members and each vendor.

7.1 Team Members

- Attend team meetings
- Complete tasks assigned by vendors and team leaders
- Participate in testing
- Participate in training
- Remain positive and optimistic (not only in words but tone and body language)

7.2 Team Leads (Project Managers)

Individual team member roles are listed below and detail responsibilities for each team lead (Project Manager) for that role in the project. The team leads and Project Managers also have a responsibility to uphold the team member roles, as well, since they act in both functions.

7.2.1 Systems Integrator

- Ensure the integrity and interoperability of the architecture and cohesiveness of the HHSTP modules
- Set communication standards for the project and ensure that vendors adhere to those standards
- Document project management procedures
- Schedule and lead project management meetings (send out advance agenda)
- Manage integrated project schedule
- Manage project Parking lot and Action Items
- Manage Issue Log and Risk Register
- Conduct Change management meetings and oversee scope integrity
- Document project progress
- Provide frequent communications with Governance Council

- Coordinate end-to-end testing
- Review and comment on deliverables

7.2.2 DOM, MDHS and Vendors
- Ensure implementation progress and success
- Attend all HHSTP project management meetings (be prepared to share team updates)
- Manage recommendations and next steps
- Facilitate team testing
- Frequent communications with teams
- Manage project Parking lot and Action Items
- Manage Issue Log and Risk Register
- Participate in change management meetings and be mindful of project scope

7.2.3 IV&V
- Provide an independent and unbiased perspective on the project's progress
- Evaluate project management processes and performance
- Evaluate project development and testing processes
- Review and comment on deliverables
- Responsible for CMS monthly reports
- Responsible for providing CMS quarterly checklists to support MEET requirements

7.3 Governance Council

See Section 4.2 of the Governance Charter document for specific roles and responsibilities.

8 RISK MANAGEMENT

The HHSTP Project Managers will work with the Governance Council, to ensure that progress is being made per established plans. It is the responsibility of the HHSTP Project Managers to remove obstacles to progress that are within their control. Risks will be escalated to the Governance Council with recommendations to mitigate risk when risks have been evaluated as being high-scoring and have the potential to become issues.

9 PROJECT COMMUNICATIONS

The HHSTP project teams will use meetings, reports and dashboards to maintain communications throughout the project. Detailed information pertaining to the project's communications approach and methods can be found in the Communication Management section of the HHSTP Project Management Plan.

10 PROJECT DELIVERABLES

The HHSTP vendors will submit deliverables in accordance with the Statement of Work. Detailed information pertaining to the project deliverables can be found in the Deliverables Management section of the HHSTP Project Management Plan.

11 PROJECT ASSUMPTIONS

The assumptions of the HHSTP are as follows:

- Project will be managed in accordance with the HHSTP Project Management Plan
- Project will be planned and tracked at an activity level with established work estimates
- Project schedules will adhere to the standards defined in the Schedule Management section of the Project Management Plan
- Project Managers will ensure that the activities in the project schedules are understood, and that the integrated (dependent) project activities are scheduled in accordance with those integration activities
- It is the responsibility of the DOM, MDHS and System Integrator's Project Managers to ensure that progress is being made per established plans, to remove obstacles to progress that are within their control.
- The Governance Council will review the mitigation plan for high-scoring risks and which have the potential to become issues.
- The System Integrator's Project Manager will report project status including timeline and progress to the Governance Council
- The project sponsors and Governance Council will be the final authority on system scope changes and problems that meet escalation thresholds

12 REFERENCE DOCUMENTS

For additional supporting documentation, please read:

- HHSTP Project Management Plan
- HHSTP Governance Charter
- HHSTP Organizational Charts (DOM, MDHS and vendor's assigned resources)

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