



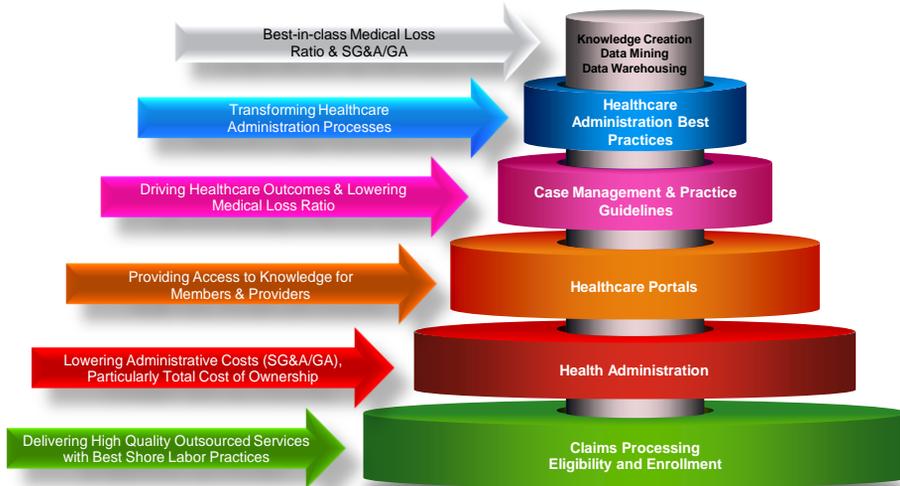
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HP Worldwide Healthcare Industry

End-to-End Payer Systems & Services Approach



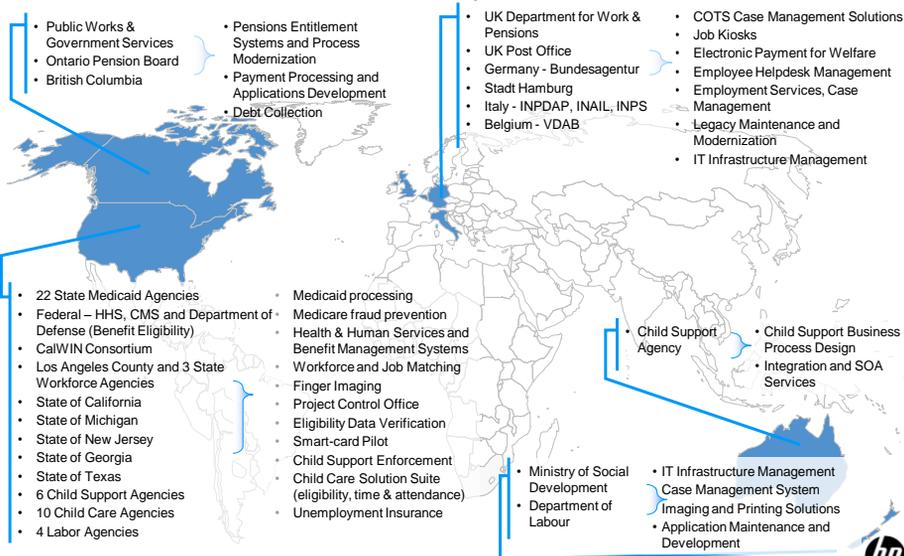
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HP Enterprise Services Healthcare

Global Health & Human Services Footprint



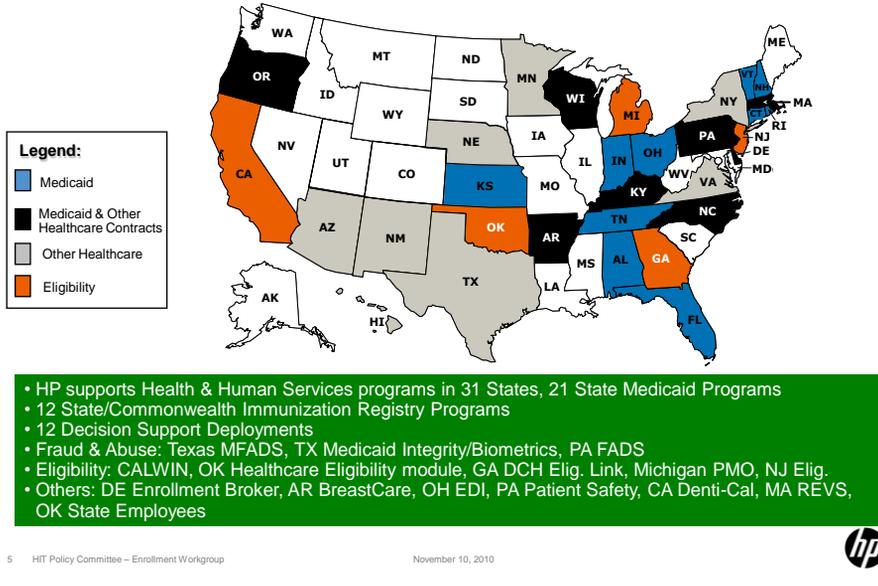
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HP Enterprise Services Healthcare

U.S. State & Local Health & Human Services Business Profile



HP Eligibility Solutions

California Work Opportunity & Responsibility to Kids (CalWORKs)
Information Network (CalWIN)

- Integrated eligibility determination and benefit calculation, enrollment and case management system with online application and IV-R functionality
- Federal, state and county programs including Medicaid, TANF, SNAP, Employment Services (Welfare-to-Work & County Employment Programs), Foster Care, Adoption Assistance, County General Assistance, Childcare, Cash Assistance Program for Immigrants (CAPI), and County Medical Service Program (CMSP)
- Scope:
 - Serves 43 percent of California’s welfare population
 - 30,000 users across 850 sites,
 - Issues benefits to 2.8 million families
 - Total transactions 14 million daily...sub-second response time
 - Over 4 million client correspondences per month in 14 languages
- Technical Architecture
 - Tiered / Service Oriented Architecture (SOA)
 - Web-based



Recognized as a 2008
CIO 100 Award
Honoree

CalWIN Consortium won
2007 Excellence Award –
“Best of California”



HP Eligibility Solutions

Healthcare Eligibility (Medicaid Only) – Oklahoma Health Care Authority Online Enrollment



- Determines Eligibility for Healthcare Programs: Medicaid and state health initiatives (i.e., self-employed, small businesses)
- Supports consumer-directed process that reduces office visits, submission of paper applications and verifications, and provides real-time determinations to speed receipt of services
 - Apply or renew online
 - Real-time eligibility decision and benefit plan enrollment
 - Automated data verification
- Scope:
 - Phase 1: Medicaid for Families & Children, Pregnant Women, Family Planning and Behavioral Health Services
 - Operational since September 2010
- Technical Architecture:
 - Built as Eligibility Determination Sub-system of the OK MMIS
 - Web-based
 - COTS - rules engine and for data match
 - Contains error checks and business logic



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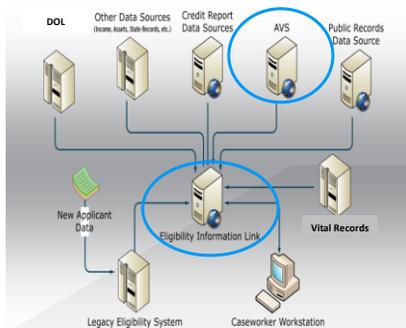
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HP Eligibility Solutions

Eligibility Information Link

Modernization to Enhance Program Integrity



HP Eligibility Information Link helps control program costs by

- Improving the efficiency and accuracy of eligibility determination for Medicaid, SNAP, TANF
- Providing income, resource, citizenship and asset data not readily available to eligibility determination caseworkers
- Implementing incremental improvements that integrate into current workflow and interface with current systems
- Meeting CMS automated asset verification requirements

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Questions

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Core Data Elements

Do your systems currently use an specific standards-based approach to collect and share data with other state programs and/or agencies?

- Current Data Standards: Yes
 - Standard / variable record format
 - XML based approach for data-sharing
 - Use of industry standards when available such as HIPAA or NACHA (EBT/EFT) Transactions sets
 - Agreed standards amongst other partners when no other standard exists (example: Inter-county transfer XML standard adopted in California)
- Advantages
 - Allows information to be leveraged and shared
 - Allows the system of record to contain a full master view of a “client” or “provider” including temporal and non-temporal data
 - At any given point in time there is a version of the “truth”
- Disadvantages
 - Coordination still required
 - Adoption of standards can be difficult based on needs or beliefs
 - Amount and way data is collected across organizations results in deviation from standards
 - XML based data has processing over-head and space impacts in large transaction systems

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Core Data Elements

Recommendations

- Strongly support the standard definition and expression of core data elements as an important step to support interoperability and electronic exchange of data between health and human service programs
- We concur with the committee’s recommendation to use the National Information Exchange Model (NIEM) guidelines to develop, disseminate and support the standards and processes that enable the consistent, transparent exchange of data elements between programs and States
- We recommend that once standard data definitions are established that they are consistently used as the basis for the expressing business rules



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Verification Interfaces

Does your system currently use a real-time, web services approach to obtain verifications from Federal and/or State data sources?

- Real-time achieved via web services or online point-to-point transactions , for example:
 - Conduct clearance for each application against the statewide index. Automatically confirms data if one response is received; if more than one response is received flagged for worker review
 - Finger imaging for SNAP/TANF real time verification
 - Electronic Funds Transfer
- Benefits of real-time
 - Reduces delays in processing applications for verifications, etc.
 - Streamlines certain functions electronically without requiring worker intervention both within and across agencies
 - Reduces the need for paper and imaging efforts associated
- Real-time, web services limitations
 - When the exchange is real-time, but the verified data is not “real-time”
 - Though most eligibility systems are capable of real-time, many interface partners are not either due to technology or business process

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Verification Interfaces

Recommendation 2.2 recommends development of a reference software model for obtaining verification from Federal agencies and other State and National data sources.

- Establish/identify system of record and make it available in a standard, real-time interface will help limit data proliferation / duplication
- Customer-driven enrollment process needs support through online application process that includes: real-time verification interfaces, pre-populated data fields, revision of policy (e.g., face-to-face, electronic signature)
- Improve existing methods for obtaining and sharing verifications, i.e. re-use data verified by other programs/agencies by implementing “express-lane” eligibility processes
- Move to paperless verification with increased use of data-sharing and digital submission of verification documentation that can be attached to the record and reused
- Implement risk assessment/error-prone profiling to reduce amount of verification information needed

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Business Rules

Do you currently express business rules outside of transaction system?

- **Rules are Consistently Expressed**
 - Decision Tables: Typically more technically oriented, requires supporting documentation or user-interface to manage
 - Rules Engine/COTS: Modeling tools more sentence structured, easier for non-technical analyst to use. Ability to express rules in readable format
- **Benefits**
 - Business owners (policy specialists) can create and modify rules, then model for results
 - Speed to implement regulatory changes in to production – less reliance on programmers
 - Expression of rules in the business vocabulary
 - Reduction in maintenance costs and level of effort (i.e., number of hand-offs)
- **Challenges**
 - Addressing the inherent complexity of the policy
 - Still requires development lifecycle – validation and testing
 - Still requires release planning
 - **Shift in roles and responsibilities**

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Business Rules

How could eligibility determinations made from these business rules be presented to consumers in a more clear, concise and unambiguous manner?

- Take full advantage of rules technology
 - Consistent natural language documentation
 - Supports clarity of communication to customer
 - Provides support for worker's explanation
 - Helps in clarifying and validating policy interpretation and implementation
- Though rules technology makes it easier, there can still be communication issues unless
 - In the language of the consumer
 - Using understandable terminology
 - Presented in clear, readable formats



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Business Rules

Other considerations and best practices

- Select a business rules management system that provides
 - Structured repository
 - Provides accessibility, visibility, traceability and authoring capabilities
 - Provides for rule validation and testing for integrity
 - Express rules in standard XML format that allows for re-use.
 - Note: Downstream systems may still have to develop a “translation” to their specific solution schema
- Implement organizational change management to support staff transition
- Anticipate creation of new roles and responsibilities
- Don't underestimate impact of process changes as you move closer to full automation of rules implementation
 - More data collection upfront
 - Less worker decision-making
 - Modified processes - increased automated data-sharing and less paper



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Business Rules

What challenges/opportunities are presented by the idea of a business rules repository as expressed in Recommendations 3.2?

– Challenges

- Achieving consensus across multiple federal agencies and the states
- Due to scale of the effort, ability to evaluate, monitor and maintain the quality of a centralized repository
- Establishing and maintaining the “consumer-friendly” rule representations from a federal level
- True technical representation of rules may be difficult based on different schemas of COTS rules-engine vendors

– Opportunities

- Reduces variation across boundaries
- Enhances reuse and reduces duplication of effort multiplied 50+ times
- Address the underlying complexity of eligibility determination
- Enhances simplification of business processes



Business Rules

Recommendations 3.2

– Is additional standardization of business rules necessary to make this a valuable resource?

- The more standardization that can be achieved - the more value
- Separate the representation of standardized rules from the business process/workflow order

– What strategies would you suggest for contributing to and/or maintaining such a resource?

- Strategy is defined by your goal and desired outcomes
 - “Wikipedia”-type forum for maintaining a repository is easier to stand up and supports ease of communicating rules
 - But if the goal is to stand up repository so that rules can be used for system development – transferred to a system and codified - “Wikipedia” forum won’t work
- Need to enforce structures and conventions that includes
 - Common vocabulary represented in a standard national eligibility data model
 - Common structure of rules represented in a rules base



Transmission of Enrollment Information

Does your system currently use existing HIPAA standards to transmit eligibility data...does your system incorporate any additional level of specificity?

- HP supports Recommendation 4.1
 - Our Eligibility Solutions and MMIS systems use existing HIPAA standards
 - Additional levels of specificity need to be incorporated
- HP supports Recommendation 4.2 and proposes that additional standards be applied to the transmission of Medicaid data
 - Extend the HIPAA 834 rules to facilitate transfer of eligibility data that are not currently covered by HIPAA
- HP also proposes that the committee mandate the use of existing electronic mechanisms and *eliminate paper transmission* to facilitate transfer of consumer eligibility, verification, enrollment and dis-enrollment information



Privacy & Security

How, if at all, does the consumer interact with your system?

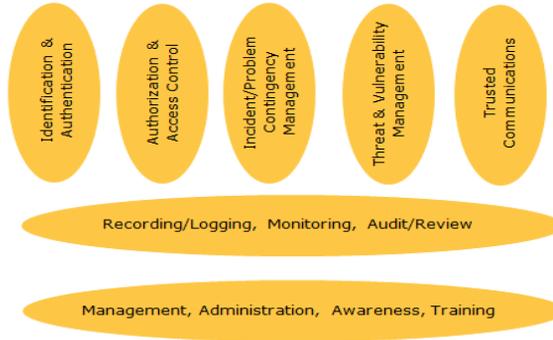
- Consumer Interaction with Systems
 - Self-service through Internet
 - Access to eligibility and other human services information
 - Ability to self-screen for potential eligibility
 - Complete and submit online application
 - Check for case status
 - Update case information online
 - Provide verification documentation through attachments to email, fax or scanning
 - Provide information via IV-R on case status or to report changes in circumstance
- Third-party Access
 - Designated third-party providers (i.e., hospital staff) and community-based organization can provide assisted service and limited verification review and approval
- System Modification
 - Technical modifications to provide new access channels routine component of our enhancement and operations model
 - Change in policy is factor that must be dealt with prior to modifying the technology and allowing more consumer “control” of the process or access to new information or processes



Privacy & Security

What safeguard systems do your systems currently include?

Safeguards include the following security mechanism groups



HP Worldwide Healthcare Industry

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Streamlining enrollment and
paperless verification

Strategies to balance increased demand and reduced
expenses while maintaining program integrity.

Viewcase Page



Outcomes that matter.

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