



Go-Live Kickoff Presentation

Friday, January 22, 2010

Capitol Theatre

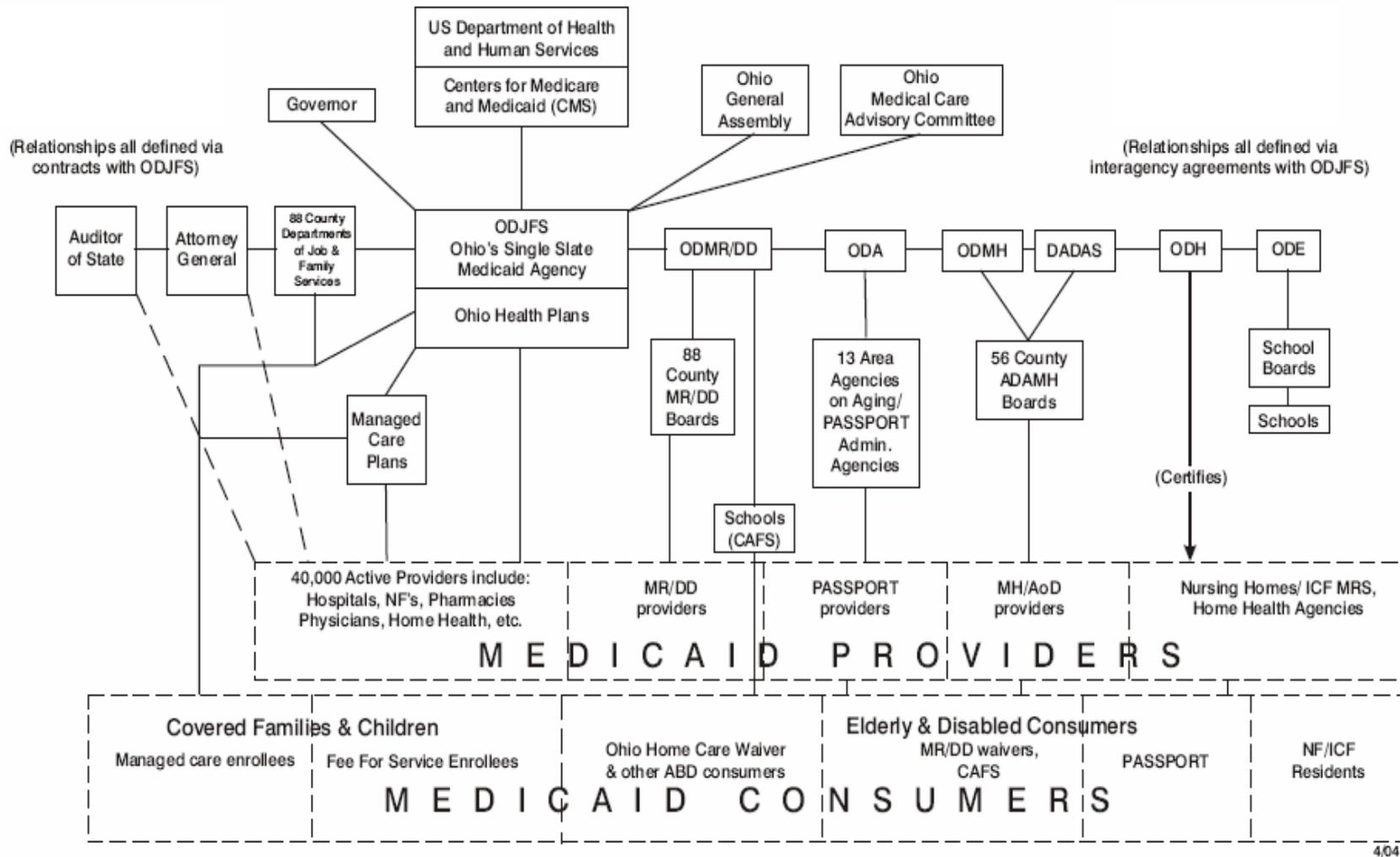
Agenda

1. Welcome and Introductions
 - ODJFS Director Doug Lumpkin
 - OBM Director Pari Sabety
 - State CIO Sam Orth
2. Background
 - Director Lumpkin
3. History
 - Director Lumpkin
4. Recent Accomplishments
 - Director Lumpkin
5. Objectives
 - Director Lumpkin
6. Governance
 - Director Lumpkin
7. Tools for Success
 - Medicaid Director Tracy Plouck
8. Approach
 - Medicaid Director Plouck
9. Go-Live vs. Post Go-Live
 - Medicaid Director Plouck
10. Scope Deferrals
 - ODJFS CIO John Wanchick
11. MMIS Blackout & Shutdown
 - ODJFS CIO Wanchick
12. Schedule
 - HP Account Executive Robert Hofmann
13. Key Activities
 - Medicaid Director Plouck
14. Value
 - ODJFS Chief of Staff Anthony Trotman
15. Closing
 - Director Lumpkin

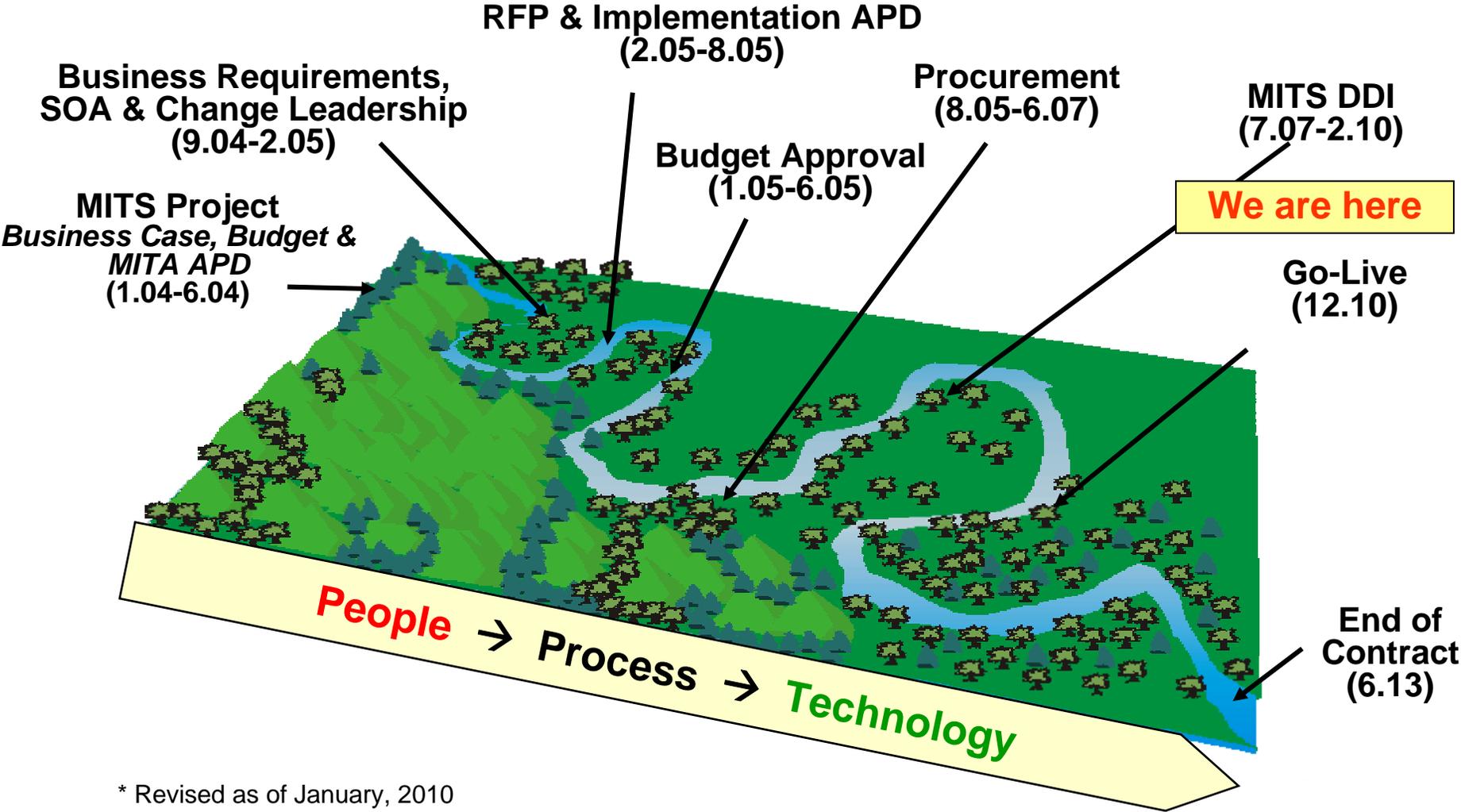
Welcome and Introductions



Background



MITIS Project History



* Revised as of January, 2010

Accomplishments

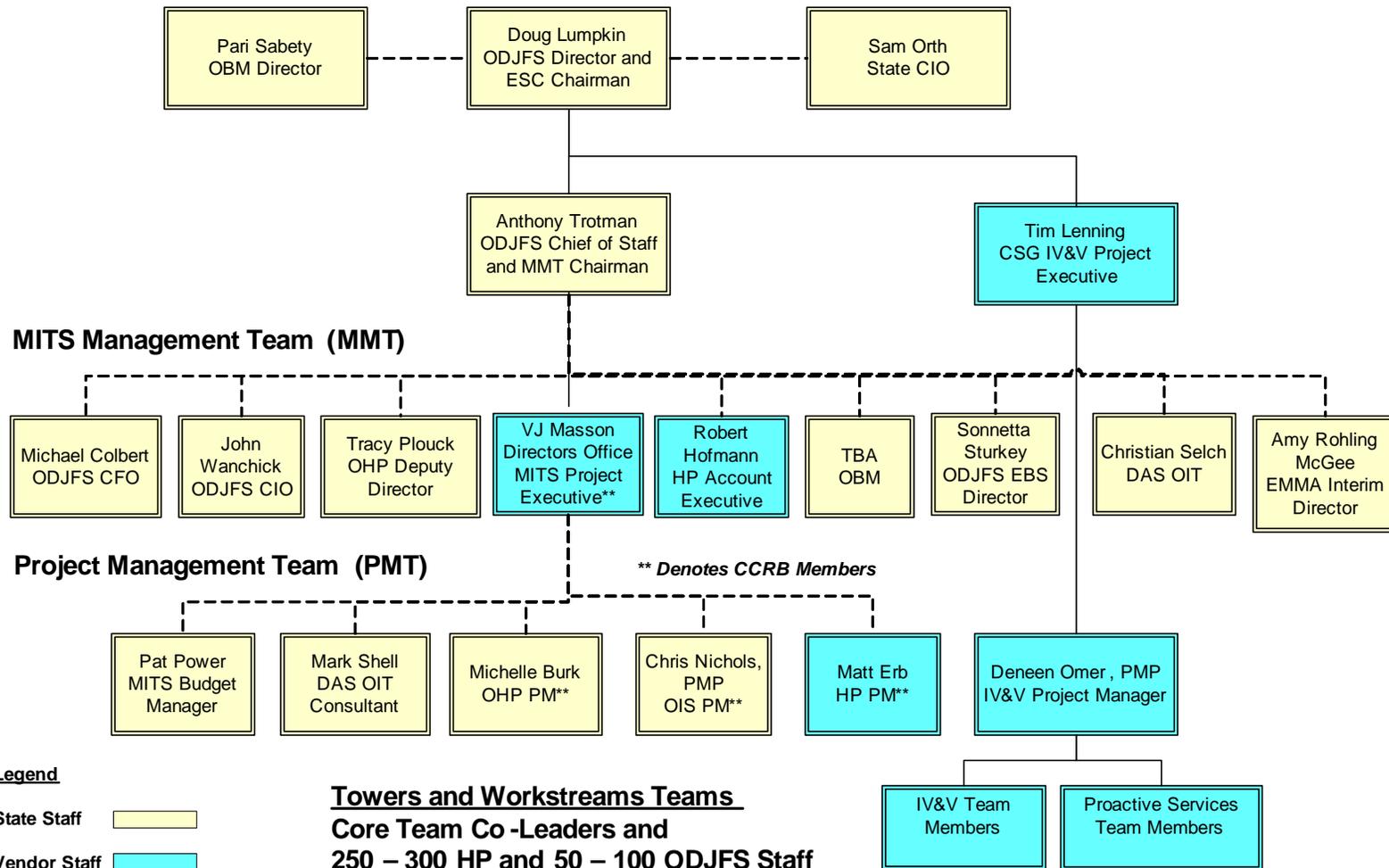
- 2007 – Remittance Advice display via Web Portal
- 2008 – Claims Submission via Web Portal
- November - Detail Design completed; New Governance Model implemented; ODJFS deferral recommendations approved by MMT
- December –OHP reorganization implemented; HP Deferral Impact Assessments completed
- January – Go-live Schedule; ODJFS Full-time Staffing; UAT start; Go-Live Kickoff

Objectives

- Move from 20th to 21st century technology
- Increase efficiency
- Provide web access to providers and consumers
- Launch v1.0 by December, 2010
- Subsequent releases to support continuous improvement

Governance – ESC, MMT, PMT

Executive Steering Committee (ESC)



Governance – Towers and Streams

Deliverables Management	DDI Delivery	Testing	Implementation	Technical Infrastructure
HP – Julie Skehen; ODJFS – Michelle Burk, Chris Nichols	HP – Jenny Vance; ODJFS – Brent Henry, Chris Nichols	HP – Gail Niles; ODJFS – Neilene Prideau, Michelle Burk	HP – Cathy Waters; ODJFS – Michelle Burk	HP – Stuart Williams; ODJFS – Matt Barlow, Chris Nichols
Business Infrastructure – Ranjan Rao, Chris Nichols (ODJFS); Tim Sayer, Quinn Hawkinson (HP)				
McKesson Claimcheck – Robyn Colby, Michelle Burk, Korrine Rowe (ODJFS); Ellen Pusateri (HP)				
Interfaces – Nancy Guzowski, Chris Nichols, (ODJFS); Tim Sayer, Mark Holtzclaw (HP)				
Member Services – Pat Tighe, Michelle Burk, Kurt Messer (ODJFS); Greg Brown (HP)				
Benefits and Services Administration – Robyn Colby, Kim Storck, Michelle Burk, Mike Reynolds (ODJFS); Dave Dilworth, E. Pusateri, Susan Likes (HP)				
Customer Relationship Management – Lynn Boyle, Michelle Burk, Mehdi Araghi (ODJFS); Jeff Malesky (HP)				
Financial Management – Patrick Tighe, Thomas Chapman, Chris Patrone, Hank Sellan, Michelle Burk, Felicia Dorsey (ODJFS); Quinn Hawkinson (HP)				
Reporting (Quality Management, Operational Reports, Program Integrity) – Dan Hecht, Alan Garcia, Brent Henry, Chris Nichols (ODJFS); Susan Likes (HP)				
Data Conversion – Jim Simmons, Chris Nichols (ODJFS); Dennis Niedermeyer (HP)				

Work Load and Capacity

- List of items to accomplish may seem overwhelming in context of our resources
- MITS and cost containment are priorities
 - Consistent message from Director, both internally and externally
 - We must work together to determine how to best address those two priorities
 - Must be honest about challenges
 - Must be committed to solutions

Tools to Succeed

- **Ongoing, effective communication** is a critical component of our success between:
 - Leadership and project team
 - ODJFS and HP
 - ODJFS, HP and sister agencies
 - ODJFS and external stakeholders

- **Communication tools and venues** include:
 - MITS BITS Bulletin
 - MITS Web Site
 - MITS Frequently Asked Questions mailbox
 - Meeting Updates
 - Presentations Upon Request
 - Weekly OHP Update from Medicaid Director Plouck

Tools to Succeed

- **Communication** goes in both directions
- Share concerns, questions, existence of gaps, successes
- Be direct, succinct, but cognizant of tone
- Consider perspectives of others with whom we are working when communicating an issue

Communication



Tools to Succeed

- **The Governance Model** will be followed for project decision-making.
- Staff will receive direction two ways: from Line Management for on-going operations work following Table of Organization reporting chain; AND, from a MITS Project Manager, Tower or Stream Lead for project work following the MITS Project Governance model.
 - Ensure that you understand what is requested
 - Ensure that competing priorities are clarified
 - Communication must be effective
 - Opportunity to build/strengthen trust
- Operational decisions will be made by Line Management following Table of Organization reporting chain.
- Project decisions will be made by the Stream and Tower Leads, Project Management Team and MITS Management Team following project governance model.

Tools to Succeed

Specific business process changes, effective immediately,
to enable more effective use of staff time.

From:

- 'To-Be' process flows as basis for procedures and training material development
- Large group multi-hour meetings with 10 to 50 attendees seeking consensus
- HP negotiating with ODJFS on way forward

To:

- interChange documentation as basis for procedures and training material development
- Small team 50 minute meetings with 3 to 9 attendees making decisions
- HP leading and teaching; ODJFS following and learning

Tools to Succeed

Specific business process changes, effective immediately,
to enable more effective use of staff time.

From:

- Completing project work as time permits and moving dates out
- Deliverable review and approval over weeks or months with many approvals needed
- Part-Time staff supplemented by as-needed staff

To:

- 'Timebox' schedule with weekly effort hours reporting
- Deliverable review and approval in days with a few named leads
- Full-time staff supplemented by part-time and as-needed staff

Tools to Succeed

- **Operational need** will be monitored closely
- CY 2010 vacation & other leave periods will be scheduled around each area's critical periods of MITS work
 - High-level expectations outlined in schedule portion of this presentation
 - Plan ahead with your supervisor & MITS lead
 - Recognition of extenuating circumstances

Go-Live vs. Post Go-Live

- Go-Live scope items have been determined and are in the Go-Live schedule
- Deferred items from Go-Live, and other remaining project items originally planned for Phase 2, will be prioritized and scheduled for subsequent releases to occur after Go-Live
- Post Go-Live release prioritization and scheduling will begin in February and finish in March

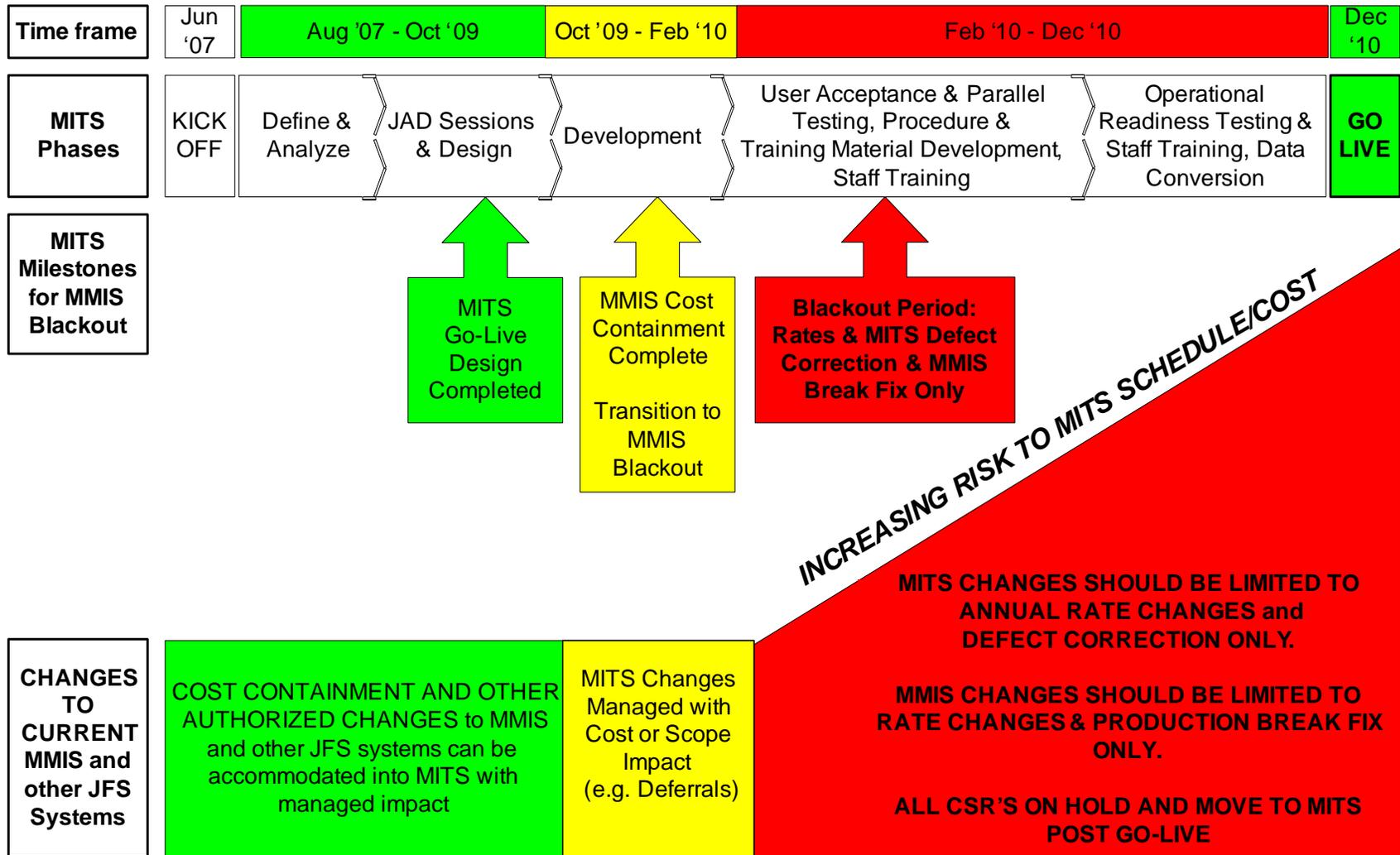
Scope Deferrals

Deferred Item	Impact
MITS Web Portal	Continue to use JFS Web Portal for Eligibility Inquiry, Claim Submission, Remittance Advice Display with MITS
Electronic Document Management	Most functions deferred except Claims Entry and Operational Report Distribution
Contact Tracking Management	Continue to use existing contact tracking procedures and tools (e.g. email, paper files, excel spreadsheets)
Programs Subsystem	Continue Waiver Management and related functions as done today

Scope Deferrals

Deferred Item	Impact
Special Enrollment for Hospice	Use the existing processes and tools, including the IVR, for Hospice enrollment
Two Way Eligibility Interface	One-way interfaces from CRIS-E to MITS and SACWIS to MITS
“Smart” Prior Authorization	Prior Authorization management will continue existing procedures
Managed Care Removal from CRIS-E	Managed Care enrollment information will continue to display for County Caseworkers in CRIS-E

MMIS and MITS Blackout Period



Go-Live Schedule Summary

ID	Task Name	Q1 10			Q2 10			Q3 10			Q4 10		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Development & System Testing	█											
2	User Acceptance Testing	█											
3	Procedure, User & Training Manual Development	█											
4	Parallel Claims Testing						█						
5	Staff Training							█					
6	Operational Readiness Testing							█					
7	Final Data Conversion										█		
8	“Go Live” Preparation											█	
9	MIT S Phase 1 “Go Live”											◆	

Key Activities

January 2010

- User Acceptance Test (UAT) Starts
- Procedure Manual Construction and Review
- User Manual Construction and Review
- Training Material Construction and Review

February 2010

- UAT Continues
- Procedure Manual Construction and Review
- User Manual Construction and Review
- Training Material Construction and Review

Key Activities

March 2010

- Development Complete
- UAT Continues
- Procedure Manual Construction and Review
- User Manual Construction and Review
- Training Material Construction and Review

April 2010

- UAT Continues
- Procedure Manual Construction and Review
- User Manual Construction and Review
- Training Material Construction and Review

Key Activities

May 2010

- UAT Continues
- Procedure Manual Construction and Review
- Training Material Construction and Review

June 2010

- Staff Training for Operational Readiness Testing (ORT) Starts
- Parallel Test Starts
- UAT Continues
- Procedure Manual Construction and Review
- Training Material Construction and Review

Key Activities

July 2010

- Staff Training for ORT
- UAT Continues
- Parallel Test Continues

August 2010

- ORT Starts
- Parallel Test Continues
- UAT Ends (1 month overlap with ORT and Parallel Test)

Key Activities

September 2010

- Additional Staff Training Starts
- ORT Ends
- Parallel Test Continues

October 2010

- Go-No Go Decision
- Parallel Test Continues

Key Activities

November 2010

- Parallel Test Ends
- Prepare for Go Live

December 2010

- **GO LIVE**

MIT S Value to Ohio Citizens

Providers

- Increased Access
 - 24/7 access via internet
 - Claims can be entered, adjusted or viewed on the MITS Web Portal
- Improved Quality
 - Fewer processing errors & improved accuracy
 - Improved built-in error checking, data validation
 - Online edits identify many common claim errors allowing immediate correction & successful claim submission
- Increased Efficiency
 - Paid claims can be copied & modified to create a new claim, saving data entry time
 - Promotes efficient, timely & accurate payment of claims & adjustments

Stakeholders

- ### Better Information Availability
- General information will be available on the public site, including:
- ODJFS Publications targeting Consumers & Providers
 - Public Reports
 - Provider Directory
 - Provider Services (Training dates, other public information)
 - FAQs
 - Links to other pertinent Medicaid-related web sites
 - Data is frequently updated providing accurate, current information
- Improved Use of Taxpayer Funds
 - Greater efficiency
 - Faster adoption of changing laws & policies
 - Improved fraud detection & prevention

Staff

- Greater Efficiency
 - Fewer stand-alone databases & spreadsheets
 - Workflow logic prompts workers to take action in Provider Enrollment & Prior authorization
 - Improved tools
 - Benefit plans are configured & updated by non-technical staff greatly reducing the amount of information technology (IT) needed to implement changes in the system
 - Increased Worker Satisfaction
 - Spend less time on administrative tasks & more time helping customers

Follow-up

- Review a copy of this presentation posted at:
 - External: <http://jfs.ohio.gov/mits/info.stm>
 - Innerweb:
<http://innerweb.odjfs.state.oh.us/ohp/mits.shtml>
- Submit questions to the MITS mailbox at:
mits_faqs@jfs.ohio.gov