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
MITS Project History

- Business Requirements, SOA & Change Leadership (9.04-2.05)
- MITS Project Business Case, Budget & MITA APD (1.04-6.04)
- RFP & Implementation APD (2.05-8.05)
- Budget Approval (1.05-6.05)
- Procurement (8.05-6.07)
- MITS DDI (7.07-2.10)
- Go-Live (12.10)
- End of Contract (6.13)

* 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 20\textsuperscript{th} to 21\textsuperscript{st} 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)

- Pari Sabety, OBM Director
- Doug Lumpkin, ODJFS Director and ESC Chairman
- Sam Orth, State CIO

- Anthony Trotman, ODJFS Chief of Staff and MMT Chairman

MITS Management Team (MMT)

- Michael Colbert, ODJFS CFO
- John Wanchick, ODJFS CIO
- Tracy Plouck, OHP Deputy Director
- VJ Masson, Directors Office MITS Project Executive**
- Robert Hofmann, HP Account Executive
- TBA OBM
- Sonnetta Sturkey, ODJFS EBS Director
- Christian Selch, DAS OIT
- Amy Rohling, McGee EMMA Interim Director

Project Management Team (PMT)

- Pat Power, MITS Budget Manager
- Mark Shell, DAS OIT Consultant
- Michelle Burk, OHP PM**
- Chris Nichols, PMP OIS PM**
- Matt Erb, HP PM**
- Deneen Omer, PMP IV&V Project Manager

Legend

- State Staff
- Vendor Staff

Towers and Workstreams Teams
Core Team Co-Leaders and 250 – 300 HP and 50 – 100 ODJFS Staff

- IV&V Team Members
- Proactive Services Team Members
Governance – Towers and Streams

**Deliverables Management**
- HP – Julie Skehen; ODJFS – Michelle Burk, Chris Nichols

**DDI Delivery**
- HP – Jenny Vance; ODJFS – Brent Henry, Chris Nichols

**Testing**
- HP – Gail Niles; ODJFS – Neilene Prideau, Michelle Burk

**Implementation**
- HP – Cathy Waters; ODJFS – Michelle Burk

**Technical Infrastructure**
- 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

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

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

**MITS Phases**

- **Time frame:**
  - **Jun ’07**
  - **Aug ’07 - Oct ’09**
  - **Oct ’09 - Feb ’10**
  - **Feb ’10 - Dec ’10**
  - **Dec ’10**

- **MITS Milestones for MMIS Blackout**

**MITS Go-Live Kickoff Presentation 21**

**CHANGES TO CURRENT MMIS and other JFS Systems**

- **COST CONTAINMENT AND OTHER AUTHORIZED CHANGES** to MMIS and other JFS systems can be accommodated into MITS with managed impact.

- **MITS Changes Managed with Cost or Scope Impact** (e.g. Deferrals).

**Blackout Period:**

- **Rates & MITS Defect Correction & MMIS Break Fix Only**

**INCREASING RISK TO MITS SCHEDULE/COST**

- **MITS CHANGES SHOULD BE LIMITED TO ANNUAL RATE CHANGES and DEFECT CORRECTION ONLY.**

- **MMIS CHANGES SHOULD BE LIMITED TO RATE CHANGES & PRODUCTION BREAK FIX ONLY.**

- **ALL CSR’S ON HOLD AND MOVE TO MITS POST GO-LIVE**
## Go-Live Schedule Summary

<table>
<thead>
<tr>
<th>ID</th>
<th>Task Name</th>
<th>Q1 10</th>
<th>Q2 10</th>
<th>Q3 10</th>
<th>Q4 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Development &amp; System Testing</td>
<td></td>
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<tr>
<td>2</td>
<td>User Acceptance Testing</td>
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<tr>
<td>3</td>
<td>Procedure, User &amp; Training Manual Development</td>
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<tr>
<td>4</td>
<td>Parallel Claims Testing</td>
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<tr>
<td>5</td>
<td>Staff Training</td>
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<tr>
<td>6</td>
<td>Operational Readiness Testing</td>
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<tr>
<td>7</td>
<td>Final Data Conversion</td>
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<tr>
<td>8</td>
<td>“Go Live” Preparation</td>
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<tr>
<td>9</td>
<td>MITS Phase 1 “Go Live”</td>
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</tbody>
</table>

- **Q1 10**: Jan, Feb, Mar
- **Q2 10**: Apr, May, Jun
- **Q3 10**: Jul, Aug, Sep
- **Q4 10**: Oct, Nov, Dec
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
MITS 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