

**Department of Health and Human
Services**

**SFY 2018-2019
IT Capital Budget
Request Summary**

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DHHS Capital Budget Requests

1. MMIS Technical Stack Upgrade - \$27.84M
4. Developmental Services IT Remediation Plan - \$5.10M
7. New HEIGHTS & NH EASY Gateway Services Modernization - \$15.04M
19. DCYF Central Scanning Unit - \$1.00M
24. DHHS Equipment Inventory System - \$500K

Total for all Capital Budget Requests – \$49.48M

SFY 2018-2019 DHHS IT Capital Budget - Priority #1

MMIS Technical Stack Upgrade - \$27.84M

Main Objectives: Upgrade the DHHS enterprise Medicaid Management Information System (NH MMIS) to enhance security, improve performance, increase reliability, and maximize flexibility to better handle evolving Medicaid Program needs.

- 1) Implement multi-factor authentication, a security enhancement to protect against unauthorized access to the system, required as a condition of continued MMIS federal certification.
- 2) Enhance the MMIS document management and fraud abuse detection components to improve integration with other MMIS components and improve usability.
- 3) Avoid technical risks and increases in infrastructure maintenance costs associated with an end of life infrastructure.
- 4) Improve productivity and performance particularly in the resource intensive operational reporting repository.
- 5) Support improved scalability, being able to meet expanding and changing business needs, without acquiring and implementing additional server hardware.
- 6) The MMIS Tech Stack Upgrade aligns the NH MMIS with federal Medicaid Information Technology Architecture (MITA) standards, required for continued enhanced federal funding.

Impact (if not approved)

NH MMIS will be out of compliance with the HITECH ACT and will not remain certified if it does not conform to NIST 800-53. Many of the current hardware and software components have been sunset and no longer receive updates or security patches. In 2015, the average cost of a healthcare data breach was \$3.79 million. The average cost per transaction involved is \$154.

SFY 2018-2019 DHHS IT Capital Budget - Priority #4

Developmental Services IT Remediation Plan - \$5.10M

Main Objectives: Modernize the Bureau of Developmental Services' information technology systems, and to ensure ongoing bureau compliance with federal and state regulations. Improve workflow and better manage the service delivery system for developmentally disabled persons within New Hampshire. Process and technology deficiencies were noted in the LBA Performance Audit Report of February 2016.

This effort is intended to promote:

- 1) Increased Management Control over costs
- 2) Medicaid Claim Processing Improvements
- 3) Increase access to New HEIGHTS eligibility features

This effort is intended to address the following deficiencies:

- Multiple systems tracking the same client data
- Manual transmission of client data (U.S. Mail)
- Multiple data entry points of same client data
- Lack of automation; many manual processes
- Excess workflow processing time
- Increased decision making time
- Inconsistent data formats
- Lack of Training and documentation
- Poor transparency

Impact (if not approved)

Developmental Services will continue to struggle to efficiently and effectively manage Medicaid appropriations to ensure clients receive needed services in a timely manner as noted in the LBA Performance Audit Report of February 2016.

SFY 2018-2019 DHHS IT Capital Budget - Priority #7

New HEIGHTS & NH EASY Gateway Services Modernization - \$15.04M

Main Objectives: Extend client self-service and Web portal collaboration with providers and stakeholders to improve access and quality of service delivery while reducing costs. Improve program integrity for DHHS service and benefit delivery of Medicaid, TANF, SNAP and State Supplemental program, including activities to promote accurate disclosure using web self-service application submission. Continue the migration from a “brick and mortar” delivery model to a more efficient service-based delivery model using workflow and metrics-based management to optimize staff efficiency and effectiveness.

- 1) Improve fraud prevention
- 2) Automate submission of Help Desk tickets
- 3) Expedite capturing of case notes and promote consistency across staff for continuity of operations and improve fair hearing outcomes.
- 4) Process Women, Infants and Children Nutrition Program eligibility in New HEIGHTS
- 5) Provide a dashboard and means for District Office workers to view their overall workload and caseload
- 6) Use of workflow technology that can be utilized to improve processes across State agencies

Impact (if not approved)

The state would miss an opportunity to leveraging Federal incentives for 90/10 match to update the DHHS IT infrastructure to support the 1115 Medicaid waivers for enhanced behavioral health and substance abuse. The state would have to delay the extension of client self-service and Web portal collaboration with providers and stakeholders to improve access and quality of service delivery while reducing costs.

SFY 2018-2019 DHHS IT Capital Budget - Priority #19

DCYF Central Scanning Unit - \$1.00M

Main Objectives: Goals of this effort include reducing the physical dependence on paper, creating processing efficiencies and development of infrastructure that would support service delivery modernization.

The introduction of imaging into the Division of Children, Youth and Families (DCYF) workflow should provide the following benefits:

- 1) Document portability & remote access to case file(s)
- 2) Reduce the time required to access cataloged documents
- 3) Reduce onsite storage requirements; Reduce misplaced or lost documents
- 4) Document imaging and an electronic case file provides the potential to Centralize document capture; Centralize document processing (case management); and Re-distribute work.
- 5) DCYF will utilize the existing Imaging Model at DHHS. The overall savings will be captured in the following areas:
 - Reduced administrative burden for client facing staff
 - Centralization reduces cost & time per transaction
 - Consistency and standardization statewide
 - Reduced training requirements for field staff initially and ongoing
 - Reduced infrastructure requirements (Imaging software/hardware)

Impact (if not approved)

The managing of paper records will continue with the restrictions of portability and physical access. The realization of efficient and cost effective electronic Records Management will be delayed.

SFY 2018-2019 DHHS IT Capital Budget - Priority #24

DHHS Equipment Inventory System - \$500K

Main Objectives: Implement and operate a Long Term Asset System in compliance with federal & state regulations that is accessible from multiple locations throughout NH.

This effort is intended to promote the following:

- 1) Fiscal Operations
- 2) Compliance with federal & state regulations
- 3) Increased internal control over long term assets
- 4) Enhanced accuracy of financial reporting for valuation of long term assets

Impact (if not approved)

The ability to meet federal and state regulations for the disposition, management and reporting of long-term assets will be delayed. The need for an asset system was reported in the preliminary SFY 2015 KPMG Single Audit of Federal Financial Assistance Programs findings.