2016 Minnesota Eligibility Technology System (METS) Accomplishments

Highlighting improvements in Enrollment & Eligibility, Systems Integration & System Stabilization – all focused on the shared goal of providing a quality customer experience.

Enrollment & Eligibility

- Renewals Functionality - Functionality for processing Insurance Assistance (IA) and verification of financial information against federal tax information when processing Medical Assistance (MA) renewals. Ability to run renewals for the Qualified Health Plan (QHP) population and support of the business contingency around passively renewing QHP clients.
- Unique Person ID - Reducing the creation of multiple and duplicative IDs for consumers who apply through METS.
- Notices – Work to improve and refine notice templates and content in 2016 included:
    - Timely delivery of METS notifications
    - Updates to Standard Eligibility notice denial reasons
    - Separation of METS system-generated and manual Renewal Notices for DHS-only, MNsure-only, and Mixed Household versions
    - Simplified language and text for Need to Renew, Auto Renew, Auto Close, and Renewal Eligibility Notices, as well as other Standard Eligibility Notices
- Caseworker Functionality – Improved task functionality in the worker portal, cleanup of caseworker notifications, improved task navigation and search functionality, along with the following improvements as part of the Annual Curam Upgrade:
    - Eligibility Viewer – single consolidated timeline view of program eligibility at the person level
    - Absence Evidence – new evidence feature to indicate people who are temporarily absent from the household
    - Evidence Dashboard – allows caseworkers to add evidence from the Dashboard
- Premium Processing/MinnesotaCare Invoicing – Migration from the marketplace financials system to Medicaid Management Information System (MMIS) resulting in critical needed functionality.
- Assister Portal – Providing assisters with tools to make it easier to provide help to enrollees.
- Marketplace Setup & Open Enrollment – Ensuring that updated rates and shopping tools were available for 2017 Open Enrollment.
- Planning and support to assist with managing the new enrollment cap process.
- Connecture Dental Plan Utility – Functionality to provide for the systematic loading of dental plan data into the system.

- Business Transaction Report Work – Improved process for loading records into the Enrollment System of Record (ESOR). Further efficiencies and improvements to follow.
- 1095A/B – Work to improve the process for submitting these files and generating consumer tax forms.
- 834 EDI Files – Beginning the submission of and improving the quality of sending data to insurance carriers. Working towards full automation.

Systems Integration

- MAXIS to METS Migration – Migration of approximately 280,000 cases from MAXIS to METS system began with October 2016 renewals, and will be repeated each month through September 1, 2017.
- MinnesotaCare Premium Reconciliation – Reconciling MinnesotaCare premium billings, payments, and collections from January 2014 through March 2016. 2014 MMIS Legacy cases have been reconciled. Work will continue in 2017.
- MMIS Interface Functionality– Continued efforts to ensure data is transferred timely and efficiently, including technical enhancements to the interface to improve speed and functionality along with individual fixes.
- Public Program Reconciliation – Providing multiple reports and notices to better align eligibility information in METS with coverage information in MMIS.
- PRISM Iteration 2 - Automated the resending of initial referrals and change record transactions from METS to PRISM. (PRISM is the system that supports Minnesota's Child Support Enforcement program).

System Stabilization

- Cúram Eligibility System Upgrade – Multiple critical updates and performance improvements for caseworkers and consumers.
  - 424 enhancements and feature improvements, 233 directly related to the METS implementation. Resolution of 47 METS defects.
- Data Access & Management/Reports – Ongoing work to create reports and develop processes to meet reporting needs. In 2016, 152 reports were completed/generated:
  - MNsure - 68
  - DHS – 49
  - County - 7
  - Project/Other – 28
- Security Enhancements – Implemented a system to monitor user access and activity in METS and report about that access and activity.