

HHS COMMITTEE #3  
March 1, 2012

**MEMORANDUM**

February 28, 2012

TO: Health and Human Services Committee

FROM: Linda McMillan, Senior Legislative Analyst 

SUBJECT: **Update: DHHS Technology Modernization**

The Technology Modernization project currently includes \$300,000 for the Department of Health and Human Services (DHHS) to plan for technology modernization. The Executive did not recommend any additional funds for this purpose as a part of his January 15th Recommended FY13-18 CIP. On February 13th the Government Operations and Fiscal Policy (GO) Committee held a worksession on the Technology Modernization project and agreed that a proposal should be provided on the next phase of funding for DHHS since the first phase is complete and the analysis and planning may not stay fresh if too much time passes before the next phase is undertaken. Executive staff told the GO Committee that the Executive would be recommending supplemental funding for the next phase of DHHS technology modernization.

At this session, DHHS Director Ahluwalia will brief the HHS Committee on the planning that has been completed, plans for the next phase of the project, and how this technology upgrade will impact the work of the department and DHHS client services. Director Ahluwalia's presentation slides are attached at ©1-7.



# Process & Technology Modernization Initiative



March 1, 2012  
Uma Ahluwalia, Director



# Work to Date

- Developed and revised business processes and policies including:
  - Universal Screening Tool
  - Face Sheet
  - Confidentiality Policy
  - Scheduling Tool
  - Customer Service Protocols
- Developed an integrated Practice Model including protocols for integrated case management of clients
- Completed Vision mapping
- Evaluated the current IT environment
- Completed preliminary HIPAA assessment

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## Work to Date

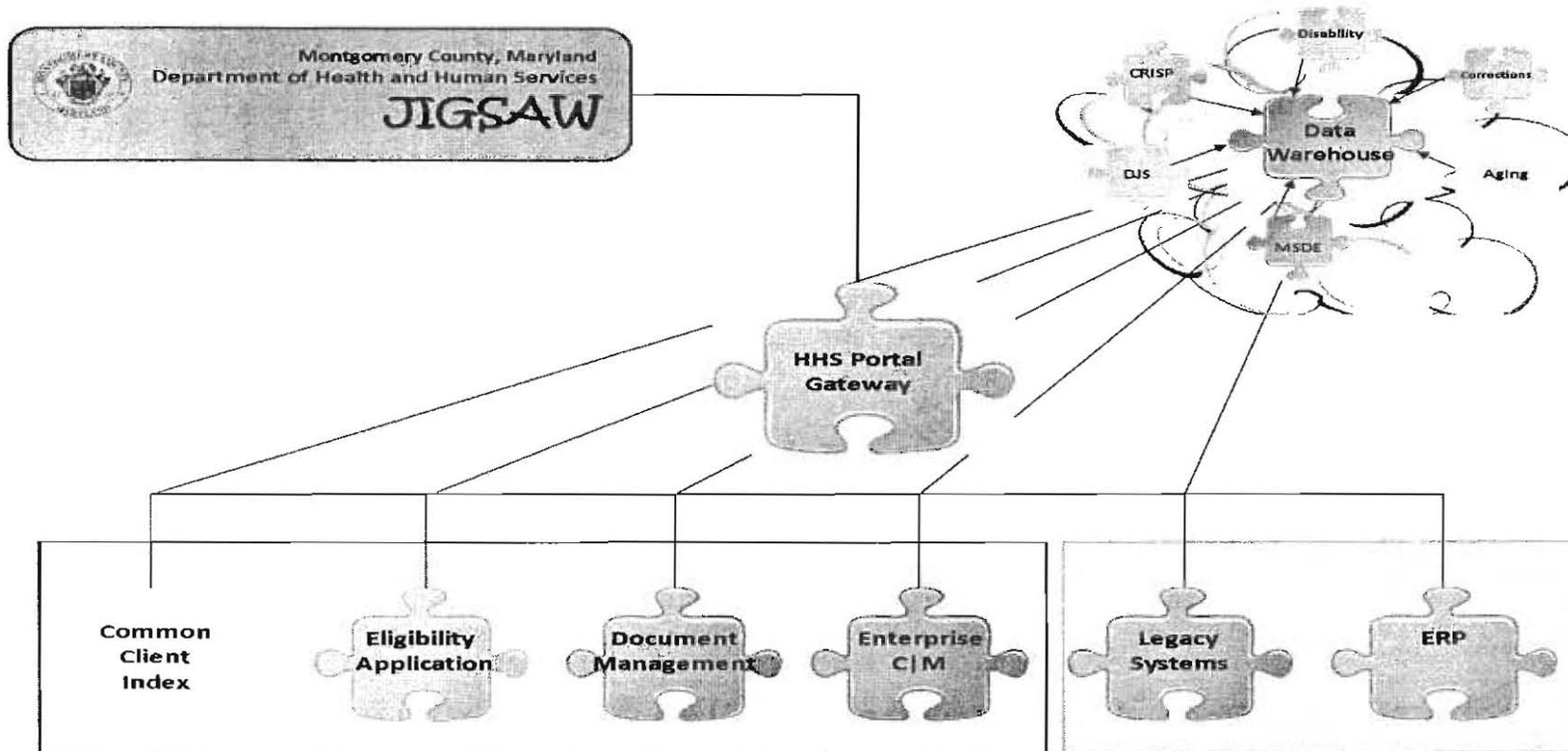
- Completed a solicitation for a business process re-engineering effort. Work will commence in February 2012
- Contracted for a Program Manager
- Completed a proof of concept for common client index
- Completed a proof of concept for eligibility
- Worked with the Department of Human Resources and the Department of Mental Hygiene to evaluate ways to leverage state resources and investments

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# Current Activities

- Defining how the operating model will be affected by the Affordable Care Act and develop integrated business process
- Conducting a Business Process Re-engineering effort
- Completing a review of technology solutions. Solution will include the following functions:
- Defining the technical solution and architecture
  - Process engineering
  - Common Client Index
  - HHS Portal
  - Universal Eligibility engine
  - Data Warehouse
  - Case Management
  - Document Imaging



## Upcoming Activities

- Acquire the necessary contractor support, software, and hardware to roll-out the selected solution
- Initiate construction and implementation

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# Cost to Date

Hardware/Software	Contractual Support	Conceptual and Business Models
\$ 369,367	\$ 480,800	\$ 964,475
<b>Total</b>		<b>\$ 1,814,642</b>



# Benefits

- Smooth consistent processes across department
- Reduced administrative effort to serve clients
- Data requested as needed and only once
- Cross systems view of client activity
- Automated eligibility
- Paperless operations
- Integration and interoperability with State Systems
- Ancillary systems are no longer needed
- Reporting data & tools
- 42 CFR 170 EHR compliant

