## IT Transformation - Agenda

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What is Kentucky HEALTH
Kentucky HEALTH is the Commonwealth’s new program for certain low-income adults and their families. The program gets its name from its mission.

This innovative program brings together existing state agencies and programs, and leverages federal funding to improve member access to health, educational, financial, and professional development resources that can help families and communities grow and thrive over the long-term.
The need for Kentucky HEALTH
Challenges Facing Kentucky

Nationally, Kentucky is ranked close to last in many crucial areas. The state’s unemployment rate, poverty rate, workforce participation rate, and wages are all significantly below the national average.

Over the past decade, the opioid epidemic has wreaked havoc on our families, communities and economy.
- Overdose deaths have climbed to more than 1,000 per year.
- Kentucky’s rate of babies born drug-addicted is twice the national average.
- Drug abuse has negative impacts on daily life and work functions, is weakening family and social connections, and is impacting employability (attendance, teamwork, and productivity).
- All of these factors impact a person’s ability to be independent.

Kentucky is among the worst nationally in several key population health metrics.
- 1\textsuperscript{st} in the nation for cancer deaths, 2\textsuperscript{nd} highest in the nation for smoking.
- Over 1/3 of Kentuckians have weight-related health issues (7\textsuperscript{th} highest rate in the nation).
- There are 6.9 infant deaths per 1,000 live births (13\textsuperscript{th} highest rate in the nation).
- Recent report shows 8 of 13 counties in the nation with largest declines in life expectancy since the 1980s are in Kentucky.
Unsustainable Growth

• **High poverty & high Medicaid enrollment**
  - Workforce participation rate is 59.4% (45th in the nation)
  - 19% of Kentuckians live in poverty
  - 47th in the nation for median household income
  - Nearly 1/3 of total state population is enrolled in Medicaid

• **Kentucky has poor health outcomes despite high spending**
  - 1 in 3 Kentuckians struggle with weight-related health issues
  - Ranks 2nd highest in the nation for smoking
  - Ranks 1st highest in the nation for cancer deaths

• **No long term financing plan**
  - Kentucky is projected to spend approximately **$1.2 billion** over the next five years on expanded Medicaid benefits (SFY 2017-2021)

The cost growth in Medicaid expansion threatens funding for traditional Medicaid coverage for pregnant women, children, and individuals who are aged, blind, or have disabilities.
Where is Kentucky compared to other states

<table>
<thead>
<tr>
<th>Health Indicator</th>
<th>Rank</th>
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<tbody>
<tr>
<td>Frequent Mental Distress</td>
<td>44</td>
</tr>
<tr>
<td>Cancer Deaths</td>
<td>50</td>
</tr>
<tr>
<td>Preventable Hospitalizations</td>
<td>50</td>
</tr>
<tr>
<td>Children in Poverty</td>
<td>46</td>
</tr>
<tr>
<td>Smoking</td>
<td>49</td>
</tr>
<tr>
<td>Drug Deaths</td>
<td>48</td>
</tr>
<tr>
<td>Frequent Physical Distress</td>
<td>48</td>
</tr>
<tr>
<td>Obesity in Adults</td>
<td>46</td>
</tr>
<tr>
<td>Premature Death/100,000</td>
<td>44</td>
</tr>
<tr>
<td>Cardiovascular Deaths/100,000</td>
<td>43</td>
</tr>
<tr>
<td>Physical Inactivity</td>
<td>47</td>
</tr>
<tr>
<td>Diabetes in Adults</td>
<td>47</td>
</tr>
<tr>
<td>Lack of Health Insurance</td>
<td>10</td>
</tr>
<tr>
<td>High School Graduation</td>
<td>8</td>
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</table>

America’s Health Rankings 2016

45th
Kentucky HEALTH Program

Kentucky’s Section 1115 Waiver is referred to as **Kentucky HEALTH: Helping to Engage & Achieve Long Term Health**

**Kentucky HEALTH** will empower people to seek and gain employment and transition to self sufficiency, will encourage healthy lifestyles by incentivizing tangible actions with actual rewards, and will ensure long-term fiscal sustainability for Kentucky taxpayers.

1. **Triple-Aim Approach**
   - Encourages members to improve their health by incentivizing preventative care
   - Embraces private market policies to prepare members for the commercial market
   - Addresses growing drug abuse epidemic
What Determines Health?

Clinical Care (20%)

Healthy Behaviors (30%)

Social & Economic Factors (40%)

Access to healthcare alone will **NOT** dramatically improve the health of Kentuckians.

Kentucky HEALTH seeks to provide a holistic solution to improve member health.

Note: The remaining 10% accounts for miscellaneous factors.
Who is involved in Kentucky HEALTH
Who is in the overall Kentucky HEALTH picture?

Who Decides? CMS, Governor’s Office, Cabinet for Health and Family services, Education & Workforce Cabinet decide Kentucky HEALTH policies

Who Supports? DMS, Public Health, DCBS, Behavioral Health, and many other state offices help build and support these policies

Who Provides? Kentucky Medicaid recipients will benefit from these new policies with overall improved health.

Who Helps? Frontline staff - caseworkers, Assisters - help citizens understand and use these policies.

Who Implements? Multiple technology Partners (Deloitte, DXC, etc.) help in implementing these policies

Who Benefits? Managed Care Organizations will provide benefits based on the newly implemented policies
Forces working towards Kentucky HEALTH’s success

**Government**
- Kentucky Governor's Office
- Cabinet for Health and Family Services
- Regional Entities (local government agencies, community resources, etc.)
- Education & Workforce Cabinet
- Department for Community Based Services
- Department for Medicaid Services
- Adult Education
- Department of Public Health
- Legislators
- Workforce Innovation Boards (state & local)

**Contracted Support**
- Agents
- Navigators
- Conduent (Call Center)

**Members**
- Medicaid Recipients in the State

**MCOs**
- Aetna, Anthem, Humana, Passport, WellCare

**Evaluators**
- UPENN/Center for Health Incentives and Behavioral Economics
- NORC at the University of Chicago

**Vendors**
- Deloitte
- DXC Technology
- HMA Medicaid Market Solutions
- Wakely

**External Partners**
- Employers/Businesses
- Providers (Dental/Vision & General)
- Organizations (Professional Associations, Advocacy Groups)
- Media

**Workforce Innovation Boards** (state & local)
Kentucky HEALTH
Component & Technology
Key Components of Kentucky HEALTH

Cost Sharing
Cost sharing introduces members to critical commercial market features, including making timely monthly premiums, tracking deductibles, and managing a healthcare account a way of investing in own health.

Employer Sponsored Insurance (ESI)
Establishes a path for the state to pay member’s premium if employer sponsored insurance is available.

Education and Training
The Health and Financial Literacy classes allow Kentuckians to gain skills for long-term independence and success.

Deductible Account
The deductible account empowers individuals to make cost-conscious healthcare decisions.

My Rewards Account
My Rewards Account provides incentives for members to improve their health, engage in their communities, and improve their job skills.

PATH Program
Research shows an important link between some sort of community engagement (like volunteer work, public service, and employment) and an individual’s overall health and well-being. This program is a unique community engagement and employment initiative for Kentucky HEALTH members designed to build and strengthen Kentucky’s workforce.
## Technology Partner Systems in Kentucky HEALTH

### Partner Systems
Kentucky HEALTH has the following core partner systems that help in reaching the goals for this program.

<table>
<thead>
<tr>
<th>System Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>Integrated Eligibility and Enrollment Solution (IEES)</td>
<td>Core Eligibility &amp; Enrollment system (benefind) that determines, captures, and stores member benefits.</td>
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<tr>
<td>Medicaid Management Information System (MMIS)</td>
<td>Member and Provider Management module with components such as Medicaid Claims Processing and provider access via HealthNET.</td>
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<tr>
<td>Managed Care Organization (MCO) Systems</td>
<td>Medical service provider that offers managed care health plans and additional medical services at reduced/no cost to members.</td>
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<tr>
<td>My Rewards Solution</td>
<td>Provides access to enhanced benefits through a Health Savings/Reimbursement Account.</td>
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<tr>
<td>Path (Community Engagement) Solution</td>
<td>Tracks Community Engagement hour requirements for qualifying members and provides opportunities to engage in relevant activities.</td>
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<tr>
<td>Employer Sponsored Insurance (ESI) Solution</td>
<td>Responsible to verify if an Employer Sponsored Insurance (ESI) is cost effective and comprehensive based on which members would be encouraged to enroll in their ESIs.</td>
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Primary Innovations in Kentucky HEALTH

Innovation #1:
First of its kind Community Engagement component

Innovation #2:
Encouraging healthy lifestyles by incentivizing health actions

Innovation #3:
Nudging Medicaid recipients towards desired outcomes
Kentucky HEALTH Conceptual Architecture

Kentucky Online Gateway (KOG) - Single Sign On - Authentication

IEES - Integrated Eligibility
- Eligibility & Enrollment
  - Eligibility Determination
  - Data Collection
  - Case Maintenance
  - Enrollments
  - Benefit Management
  - Program Clock
  - Deductible Summary
  - Community Eng. Summary
  - My Rewards Summary
  - Frail Determination
  - Employer Premium Assistance

IEES - Waiver Management
- Integration Services
  - Enterprise Service Bus
  - Service Registry
  - File Exchanges
  - Cloud Integration Services

- Data Services
  - Database
  - Correspondence
  - ETL
  - Master Data Management

- Employer Premium Assistance
  - ESI Enrollment Management
  - Cost Verification
  - Plan Verification
  - Employer Management

State Integration Hub

- My Rewards
- Community Engagement (PATH)
  - Citizen Connect
    - Profile
    - Skills
    - Resume
    - Education
    - Program Referrals
  - Business Connect
    - Profile & Contact
    - SNAP Assessment & Tracking
    - Service Requests
    - Case Progress Notes
    - Program Reports and Referrals
  - Staff Connect
    - Case Progress Notes
    - Progress Reports
    - Correspondences
    - Nudges
    - SNAP Assessment & Tracking

Community Engagement (PATH)
- Case Progress
- Notes
- Correspondences
- Nudges

My Rewards
- Deductible Rollover
- Reports
- Funds Reservation
- OTC Pharmacy Claims Processing
- Member View
- Provider Query

MMIS
- Claims Billing
- Member Management
- 5% Cost Share Limit
- Financial Transaction
- Send 834 Eligibility Data
- My Rewards Processing Claims
- Deductible Account Processing
- Eligibility Data
- Community Engagement
- Member Invoicing
- Premium Assistance
- EDI Transaction
- FMAP
- Analytics/Reporting
- Capitation Processing
- Send 820 Capitation
- Payment Processing
- 834 Eligibility Processing
- Encounter Claims
- 820 Capitation Processing
- My Rewards Wellness Credits
- Medically Frail Determination

MCO
- Claims Determination
- Deductible Account
- Claims Reimbursement
- Send 834 Claims Billing
- Member Management
- 5% Cost Share Limit
- Financial Transaction
- Send 820 Capitation
- Payment Processing
- 834 Eligibility Processing
- Encounter Claims
- 820 Capitation Processing
- My Rewards Wellness Credits
- Medically Frail Determination
Integrated Workforce Case Management Solution Overview

Kentucky Enterprise Engagement Suite

- **Staff Connect**
  - Used by Kentucky Career Center Employees
  - Manage Work Participation
  - Assessment & Referral Placements
  - Manage Program Compliance
  - Manage Tasks & Appointments

- **Citizen Connect**
  - Used by Kentucky SNAP & Medicaid Recipients
  - SNAP Work Participation
  - Medicaid CE Participation
  - Manage My Rewards Account
  - Take Online Courses

- **Business Connect**
  - Used by MCOs, Non-Profits and For Profit Organizations in Kentucky
  - Non-Profit Onboarding
  - Posting Volunteer Opportunities
  - Manage Citizen Registrations
  - Verify Volunteer Attendance

Integrated Eligibility System
- Used by benefit case workers
- Supports SNAP, TANF, MA and Child Care
- MCO/MMIS Integration

MobileServe Opportunities
- Volunteer Opportunities

State Integration Hub

Kentucky Online Gateway (KOG)
kee-suite release timeline

Four releases are being deployed over a 9 month timeframe

**R1** (PILOT PROGRAM) - January 1st 2018
- Citizen & Staff Connect go-live
- SNAP Employment and Training Program
  - Assessment
  - Referral
  - Participation
  - Compliance and notifications

**R2** - April 1st 2018
- Kentucky HEALTH population identification
- Medically Frail data from MCO
- Learning Management Module
- My Rewards Accrual

**R3** - July 1st 2018
- Business Connect go-live
- Penalties and Suspensions
- My Rewards Claims
- Fast Track
- Rate Cell and Capitations
- Premium Calculation and 5% Cost Share
- Opportunity creation
- Mobile Serve Integration

**R4** - October 1st 2018
- Apply for Workforce Services
- Access FOCUS via Single Sign On
- Manage common assessments
- Individualized Employment Plan
- Determine eligibility for WIOA, Veterans, & Wagner-Peyser programs
- Federal and Operational reporting
Citizen Connect Dashboard Updates

Citizen Connect is a citizen-facing system used for reporting activities and tracking a recipient’s benefits.

Individuals use My Career to access links for creating a resume and search for job opportunities.

My Notifications are enabled and displayed on the dashboard.

My Calendar displays the Individual’s upcoming appointments.
The My Rewards section displays the individual’s My Rewards account balances. The ‘Currently on Hold’ balance will not be active until Kentucky HEALTH is live.

The My Benefits Status section will now display information about an individual’s Medicaid Benefits.

The My Learning section allows the individual to track their learning progress.

My Learning, My Rewards, and My Benefit Status will continue to be added/modified as needed.
Kentucky HEALTH
Production Monitoring Dashboards – Sample
In addition to reaching field staff, sending timely and accurate information to citizens and partners is critical. The Communications Team developed a citizen-facing Kentucky HEALTH website that is available now.
Integrated Eligibility and Enrollment Solution (IEES)
The benefind solution or Integrated Eligibility and Enrollment System (IEES) provides Medicaid benefits to over 1.4 million residents of Kentucky and delivers over 1 billion dollars in SNAP and KTAP benefits processed every year.

These programs are operated by 1,800 workers in the 120 county offices throughout the Commonwealth.
Medicaid Enterprise Management Solution (MEMS)
MEMS Modules at a Glance

As Kentucky moves to modularity, the following are considered with each module...

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<tr>
<th>Business Rules Engine</th>
<th>Loosely Coupled</th>
<th>Open Source</th>
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<tr>
<td>Distinct Functionality</td>
<td>Service Oriented Architecture</td>
<td>Performance Reporting</td>
</tr>
<tr>
<td>Open Application Programming Interfaces (APIs)</td>
<td>Platform as a Service</td>
<td>Software as a Service</td>
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</tbody>
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Best Practices and Lessons Learned
Lessons Learned - Transformation

❖ User Acceptance Testing (UAT) and Training
❖ Federal Interfaces
❖ Statewide Go-Live Approach
❖ Pilot
❖ Post Implementation Field Support
❖ Operational Model
❖ Communication Plan
❖ Legacy Systems Data Quality
Best Practices - Transformation

❖ Be Transparent and Engage Stakeholders Early
❖ Communicate Often
❖ Integrate – for verification and data sharing
❖ Reuse – state resources, contracts, data, verification sources
❖ User Experience – self service, mobility, nudging
❖ Engage Staff for System Design and UAT
❖ Pilot and Phased roll-out
❖ Mapping and Monitoring Community Assets (e.g., transportation, resources, job opportunities)
Questions?