Beyond Data Sharing: Driving the Integration Vision in Oregon

APHSA National Workgroup
on Integration of Health and Human Services

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www.oregon.gov/dhs
New Agencies, New Partnerships

Transition Period (2009–2011)
Supplemental Nutrition Assistance Program (SNAP)
Temporary Assistance to Needy Families (TANF)
Employment Related Day Care (ERDC)
Child Safety
Adults & People with Disability

25% of Medical Eligibility Determinations are currently made by OHA
Policy Alignment Charter Group
• Working to align DHS SNAP, ERDC and TANF, and OHA Medical Programs policy

Urban Institute/Work Support Group
• Phase 1 grant planning: Conduct assessment to create action plan for policy alignment and practice changes

APHSA Policy Pilot
• Pilot request for policy alignment of SNAP and Medical Programs to streamline eligibility

EA Steering Committee
• Oversight of Eligibility Automation Project within the Modernization Program

Modernization Exec. Steering Comm.
• Oversight of Modernization Program and its four projects

DHS/OHA: Advancing Program and Policy Integration
Modernization/EA and HIX: Common Elements

DHS Modernization & EA

Modernization Program:
Multi-project DHS enterprise program significantly impacts on business & technology

Eligibility Automation Project:
Medicaid, Other Medical, SNAP and other benefit programs automation of benefit determination
Caseworker intake/determination workflow
Client portal for application, scheduling, information

Points of Connection
- Client Portal
- Real time Medicaid Eligibility Determination

Enterprise Framework
- Systems Integrator
- Medical Subject Matter Experts
- Development Team & Architects
- Framework & Infrastructure support
- Governance

HIX
Major OHA project
eCommerce medical insurance site
eCommerce solution: 2/2013
- Provider Enrollment: 8/2013
- Integrated with EA: 1/2014
Transitions to public entity once fully operational
Available for other states for Health Reform
Using a Common Integration Framework

- Common client entry for benefit and HIX
- Use same or coordinated SI for HIX and EA
- Create eCommerce environment for insurance comparison/selection
- Automate workflow for intake, assessment, determination
- Automate SNAP application process, Medical application & determination

Master Data Management
Balancing Oregon’s HIX and EA

Careful planning & partnership focused on joint success of both projects is essential. Challenges and potential issues must be proactively sought out and addressed.

DHS Modernization is a multi-project, multi-biennium initiative to reform technology solutions and modify processes and people accordingly.

Modernization’s automation of intake and benefit determination must be implemented in conjunction with HIX as EA is a cornerstone for HIX.

HIX is a large, short term technology project where operations will be transferred to a public corporation.

Introduction of HIX deadlines requires significant schedule compression while increasing scope for Modernization’s EA project.
Elements for Continued Success

- Organizational buy-in to change management including: repurposing staff, redefining workflow
- Continued business engagement thru entire lifecycle at executive, field, policy, subject matter expert levels
- Commitment to future state modernization over near term non-essential legacy changes or point solutions
- Engaged, committed governance and business ownership of technology investment decisions – from scope to shared framework management
- Continued support and cooperation from the federal level