COLORADO COVERING KIDS AND FAMILIES
MONTHLY COALITION MEETING NOTES

Thursday, March 15, 2018
9:00-10:30a.m.

CBMS Transformation Overview
Herb Wilson, Office of Information Technology, Director Health Information Services & Colorado Benefits Management System
  ▼ *View Slides*

Highlights

- The Colorado Benefits Management System (CBMS) Transformation is a collaborative effort of the Governor's Office of Information Technology with the Colorado Department of Human Services (CDHS), Connect for Health Colorado, the Colorado Department of Health Care Policy and Financing (HCPF), and counties to update the system to improve the efficiency and security of the system.
- The transformation project is being undertaken for a number of reasons. CBMS programming is still in its original format, with 14,000 lines of code and this makes it challenging for OIT to make updates to the system. When OIT makes a change on the back end, it requires OIT to redeploy all 14,000 lines of code and this can have unintended cascading impacts on other areas of programming.
- The CBMS Transformation will improve the system's functionality by moving the core services from the state data system to Amazon Web Services (AWS), and moving the user interface for eligibility technicians to Salesforce. These changes will also improve the system's security because of the protections that are available through AWS. This will also allow the current system to be modularized so that changes can be made without risking impacts on the whole system. AWS enables OIT to manage the data through a monthly plan that adjusts the cost to reflect the amount of data used during that period, and this will reduce costs for OIT. Amazon data servers are already compliant with the Federal Risk and Authorization Management Program (FedRAMP), and this will make it easier to report control measures for federal compliance purposes in the future.
- The front end of CBMS will have a new look, and will be more user-friendly. It will require eligibility technicians to access CBMS through a new URL. The transformation will not change the core system functionality, alter eligibility rules, modify interface functionality, or change policies.
- See slide six for a diagram of how system functionality will be modularized.

Proposed Production and Release Timeline

- OIT started this project at the end of 2016 with an assessment of feasibility, received federal approval in fall of 2017, and kicked off the implementation aspect of the transformation project in November.
- Help desk ticket builds will occur monthly, and OIT will still have the capability to do emergency builds.
- OIT is currently in Phase 0 of the timeline, and they are focused on building out AWS. The build will be completed by the end of May, and they will be testing and continuing the build out

through September. Beginning in August, CBMS will look the same, but the back end will be running in AWS.

- Phase I of the CBMS Transformation is focused on the application initiation pages in CBMS. In this stage, OIT will be focused on designing the style template for the theme of the whole front end. Deloitte is using OIT's style guide to build out application initiation which should be completed by April, and user acceptance testing will begin in May. Starting in September, CBMS users will see the new homepage and redesigned application initiation screens, and the rest of the Phase I updates will go live in October. OIT will take user feedback from the redesigned application initiation module and incorporate it into Phase 2.
- Phase 2 consists of taking what has been developed with application initiation, and applying that feedback to the development of the remaining CBMS components in Salesforce. Phase 2 will go live sometime in 2019, probably in March. Once this is complete, all of the pages within CBMS will have the new look and feel.
- In Phase 2a, OIT will ensure that the backend components are modularized so they can change once piece of functionality at a time. OIT will begin testing these components in October, and they will go live in 2019.

Resources
- A newsletter about the CBMS Transformation will be released every month. If you would like to provide feedback on the CBMS Transformation or subscribe to the newsletter, send an email to CBMS.Liasion@state.co.us.

Impact to PEAK and Connect for Health Colorado
- PEAK is outside the scope of the CBMS transformation.
- OIT hiring a client experience manager who will help make connections between the client experience and CBMS.
- Changes to the Connect for Health Colorado New Eligibility System are separate from the CBMS Transformation, but the changes will occur in parallel.
- Connect for Health Colorado's New Eligibility System will be released in October. This will have little impact on CBMS, but it may prompt some changes in PEAK.

Q: Will organizations that are just Presumptive Eligibility (PE) sites encounter any functionality changes?
A: They will have a new look and feel in CBMS, but there are no functionality changes.

Q: How is the Medicaid Management Information System (MMIS) connecting with CBMS during the transformation?
A: We have an interface where we share data from CBMS to MMIS on the backend. The data will be stored in a different place, but the data will still be shared the same way it was before the transformation.

Q: Will quality data assurance assess whether determinations were correct?
A: Yes, it is built in as part of regression testing, system integration testing, and user acceptance testing. Rigorous testing practices will be applied with long testing windows.

Q: Can you explain how the parts functioning in AWS and the parts functioning in Salesforce will talk to each other?
A: Right now we take data out of CBMS, and deliver it to another data system. We will continue to

share information that way by using the Enterprise Service Bus to communicate between Salesforce and AWS.

Q: Have you thought about how you are going to manage ongoing communications with stakeholders throughout the process?
A: We have the newsletter, stakeholder groups, additional communication emails. We need to know what we don't know, and who to ask. That's why we are coming to groups like this to find out what needs to be conveyed.

Q: Do you anticipate that monthly issues will decrease with this new modularization?
A: Yes, it will be easier to detect the issues and address them quickly.

CKF agreed to compile a list of questions from assisters about the CBMS Transformation, and share it with OIT.

CHP+ and Health First Colorado Updates
Nina Schwartz, Colorado Department of Health Care Policy and Financing, Strategic Policy Manager
- HCPF is working with Connect for Health Colorado to address concerns about eligibility determinations in Connect for Health Colorado's new eligibility system, especially for mixed eligibility households, to ensure that the consumer experience is smooth, and that community-based organizations have what they need to help those families when changes are put in place
- Personalized member handbooks are available through PEAK, and they contain tailored information based on member's eligibility category. Each handbook has core information, and may also include supplemental information based on the program the member is enrolled in.
  - The supplemental information will be based on whether the member utilizes state plan benefits, Home and Community Based Services (HCBS), or Programs of All-Inclusive Care for the Elderly (PACE). Members that use PACE will also receive supplemental chapters.
  - The handbooks are personalized in the sense that they are adapted to the program that a member is enrolled in, but the handbooks do not include their names. A member stated that they would like a table that explains what information is included in the handbook for each eligibility category. Another member stated that they would like to have a sample personalized handbook since they can't see PEAK. Nina agreed to share these ideas with HCPF.
- HCPF is committed to improving Health First Colorado members' health, and reducing costs during Phase II of the Accountable Care Collaborative. HCPF is coordinating members' physical and behavioral health through Regional Accountable Entities (RAE). HCPF will be consistently updating the [Accountable Care Collaborative Phase II](#) site, and you can subscribe to the newsletter on that page.

Q: Will we be able to see the finalized RAE contracts?
A: There is a place on the web page to submit questions, but Nina will also take that idea back to HCPF.

Connect for Health Colorado Updates
Saphia Elfituri, Connect for Health Colorado Policy Associate
Legislative Update
- SB-132 instructs the Commissioner of Insurance to submit a 1332 Waiver to allow catastrophic

plans to be sold to individuals over the age of thirty.
- o If passed, the bill would first instruct the Commissioner to first complete an actuarial analysis to assess whether offering catastrophic plans to individuals over age thirty would increase premiums in the state, or decrease the amount of tax credits received by Colorado residents. If either of these criteria are met, the Commissioner will not be required to submit a 1332 Waiver request.
- o SB-132 passed the senate, and now the House Committee on Health, Insurance, and Environment will review it.
- HB-1205 would create a financial relief program for individuals that live in one of the three most expensive rating areas in the state, and are between 400-500 percent of the federal poverty level (FPL). The individuals must be enrolled through Connect for Health Colorado, and would pay more than 20 percent of their income for a bronze health insurance plan premium.
  - o If this bill passes, it will create an open enrollment period from June, 1, 2018 to August 31, 2018 for plan year 2018. It will also run through plan year 2019.
  - o The bill has been moved to the House Committee on Appropriations.

Annual Open Enrollment Report
- Connect for Health Colorado released its annual [Open Enrollment Report.](#) Highlights from this report include:
  - o The average premium without a tax credit applied cost $641 a month. The average net premium, after tax credits are applied, is $136 a month.
  - o There was a slight increase in the amount of customers using financial assistance.
  - o Sixty-nine percent of enrollees now use financial assistance, which brings Colorado closer to the percentage of enrollees using financial assistance in other states.
  - o Ninety-two percent of enrollees utilized an assister to enroll, and receive financial assistance.

New Eligibility System
- Connect for Health Colorado is looking for suggestions on presentation and functionality. Send an email to NESinput@c4hco.com if you would like to make a suggestion.
- Connect for Health Colorado is working with OIT to ensure that the user experience is as streamlined as possible.
- Click [here](#) to review Connect for Health Colorado's fact sheet about the new eligibility system.
- They will be starting a monthly newsletter about the new eligibility system. Email Saphia at SElfituri@c4hco.com to ask to be added to the list.

CKF Updates
- Save the date: Building Better Health 2018 is scheduled for October 15, 2018 and October 16, 2018. It will be hosted in the same location as last year. Official save the dates with additional information will be sent soon.
- The CKF Coalition meetings will be held on the third Friday of every month beginning in April.

Next meeting: Friday, April 20, 2018