



Arkansas Health Care Reform Task Force

December 17, 2015

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THE STEPHEN GROUP

TSG Review of the Gartner Report

- TSG reviewed the Gartner “IBM Cúram Eligibility and Enrollment Framework (EEF) Program Assessment and Go Forward Strategy and Recommendations Project Final Report”
- Key components of their recommendations:
 - The State should not move forward with additional development on the eligibility or benefits management work until better governance and vendor management are in place.
 - The State should put on hold further deployment of the Cúram solution.
 - The State should write an RFP and move forward to procure a Systems Integrator to be singularly responsible for the eligibility and benefits management solution implementation. The procurement should specify Cúram as the “preferred solution” but specify the State is open to vendors presenting compelling justification for migration to a different solution.

Gartner recommends 7 DHS projects

- Gartner provides an overall timeline for short term, mid-term and long term timelines through December 2018. Projects include:
 - Halting Cúram Deployment until Foundational Capabilities and Infrastructure are in place
 - Define/Ratify and Promote State's Health and Human Services Vision
 - Enhance Investment and Program Governance Management
 - Develop Strategic Sourcing and Vendor Management Capabilities
 - Define and Implement Architecture Vision, Standards and Methodologies
 - Competitive Procurement Systems Integration Services
 - Enhance Communications and Organizational Change Management Processes

Risk Assessment

- Scored on a continuum from red to yellow to green
- “Green” means the approach meets or exceeds established best practices. “Yellow” means the current approach is not clearly defined or consistently executed. “Red” means the current approach presents serious risks to the program and requires the State’s immediate attention.
- Governance and Management - between red and yellow
- Solution Fit – yellow
- Vendor Management – red
- Solution Development Practices – yellow
- Technical Environment - yellow

Cúram Solution Analysis

- Alternative A – the Cúram software would be used for MAGI eligibility, Traditional Medicaid eligibility, SNAP eligibility, SNAP benefits, and other DHS programs.
 - Alternative B – Cúram used for all eligibility but a new platform used for SNAP benefits and all other DHS programs
 - Alternative C – Cúram used only to support MAGI eligibility
 - Alternative D – a new platform used for all eligibility and benefits management requirements
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- Gartner scores Alternative A slightly higher than Alternative D. Alternative B is scored in third place and Alternative C scores the lowest.

Solution Challenges for DHS

- Impact on timing delays of the EEF project on the day-to-day work the department has
- Impact of past timing delays on ability to accommodate additional change coming from upcoming legislative changes
- Difficulty in scoring the technical proposals from systems integration vendors for the future work. Department evaluation team will need to determine whether to score a Cúram or non-Cúram solution higher.

Recommendation

- TSG recommends the Task Force continue to monitor the status of the DHS work in this area. In particular, the Legislature will need to consider whether the timing for implementation of any recommended changes to the Health Care Independence Program and the traditional Medicaid program will be impacted by the ability of the DHS computer systems to support changes in direction.

