



Joint Performance Review Committee Presentation



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- Who we are - Software and services company
 - We are a software company
 - We are a system integrator
 - We focus on health and human services
 - We assemble solutions using own and 3rd party software
- We have had the privilege of supporting many states with challenging ACA implementations
 - Health Insurance Exchanges
 - Eligibility and Enrollment Systems
 - Medicaid system modernization
 - AR, MN, MO, MD, HI



- Jan 13: Contract negotiations between DHS & prime contractor fail
 - Only 28 weeks left till system had to be live
 - No time for new procurement, DHS took on the role of prime contractor
- Mar 13 - Asked by DHS to provide resources to build EEF by Oct 13
 - Were concerned about lack of prime contractor and mission impossible
 - Committed to doing everything to ensure Arkansans could enroll
 - Agreed to work on time and materials basis
- We are assigned the role of system integrator
 - Use the eligibility engine (IBM/Curam) and build a complete system
 - Integrate with Healthcare.gov, Federal data hub and state systems
 - Our role changed often due to evolving project needs



EEF Project Phases								
Phase	Procurement	Emergency Contracts	Initial Phase	Hyper Build Phase	Enrollment	Project Split	Hyper Build Phase	Enrollment
Period	Summer 2012 - Jan 2013	Feb - Mar 2013	Mar - May 2013	June - Oct 2013	Oct - Dec 2013	Jan - May 2014	May - Oct 2014	Oct - Dec 2014
Target Scope			MAGI Build	MAGI Build	MAGI Build, Production Support	MAGI, NON-MAGI, M&O, SNAP	MAGI, SNAP, M&O	MAGI, SNAP, M&O
System Integrator	N/A		EngagePoint			Multiple	EngagePoint (MAGI)	Multiple
Software Customization	N/A		eSystems			Multiple	Multiple	Multiple
Production Support	N/A				EngagePoint	EngagePoint	Multiple	Multiple
Project Manager	CAI							
Prime Contractor	DHS							

Release Dates and Information

Release	Estimated Completion Date	Actual Completion Date	Release Notes
Release 1.0	10/1/2013	10/1/2013	Go-Live achieved on time
Release 1.1	11/3/2013	11/3/2013	MAGI eligibility determinations is live on time
Release 1.2	5/16/2014	5/30/2014	Implemented FPL Changes and Notices, and upgraded Curam to 6.0.5.3. ifx4; delayed due to approved scope changes
Release 1.3	6/27/2014	6/27/2014	MAGI Retro coverage delivered on time
Release 1.4	6/27/2014	6/27/2014	SNAP FE load of single households to Curam
Release 1.4.2	12/31/2014	7/15/2014 - 12/31/2014	Loading of FFM Inbound Account Transfer Cases into Curam and SNAP FE load of multiple households into Curam
Release 1.5	8/31/2014	12/12/2014	Change in Circumstances delayed due to 17 DHS approved scope expansions impacting delivery date
Release 1.6	2 - 4 weeks after R1.5		MAGI Renewals and Reasonable Compatibility. State requested EngagePoint to stop all development work on this release in 11/2014
Release 1.7	2 -4 weeks after R1.5		Single Sign-on (SSO)
Service Packs 1 - 12	2014	2014	12 production fixes and updates in 2014



17 Scope Changes for R1.5

Change Number	Title	CMS or State	Priority	Approved By	Approval Date
8	HCIP 64 Year Old Applicant Rule Change	State	2-High	Dick Wyatt Joni Jones	6/20/14 6/17/14
12	Oldly Eligible FMAP	State	2-Medium	Dick Wyatt Joni Jones	6/20/14 6/17/14
16	Check Electronic Verification Button on Insurance Affordability Case	State	2-High	Dick Wyatt Joni Jones	6/20/14 6/17/14
17	Accounting for remaining eligibility related indicators	State	2-High	Dick Wyatt Joni Jones	6/20/14 6/17/14
21	Newborn (category 52) coverage effective date should always be the date of birth	State	2-High	Dick Wyatt Joni Jones	6/20/14 6/17/14
25	LEC BPMD: Add Date of Birth Exception to Month to Month Coverage Requirement	State	2-High	Dick Wyatt Joni Jones	6/20/14 6/17/14
30	HP Private Option FPL threshold addition to support 2015 plan HSA	State	1-Urgent	Dick Wyatt Joni Jones	6/20/14 6/17/14
36	Prevent Multiple Notices for Same Period for Same Person in Same Day	State	2-High	Dick Wyatt Joni Jones	7/15/14 7/14/14
38	Prevent HIP in Past Period from Being Replaced with Better Coverage	State	2-High	Dick Wyatt Joni Jones	7/15/14 7/14/14
40	Month to Month Coverage Exception: Child going into Foster Care	State	1-Urgent	Dick Wyatt Joni Jones	7/15/14 7/14/14
47	Update Retro Text Added to Notices for 5th Grade Reading	State	2-High	Dick Wyatt Joni Jones	7/29/14 7/23/14
52	Create Pseudo SSN when New Member is Added to Case	State	2-High	Dick Wyatt Joni Jones	7/29/14 7/23/14
62	Business Start and End Dates on Dynamic Evidence	State	1-Urgent	Dick Wyatt Joni Jones	8/22/14 8/22/14
63	Volatile and Non-Volatile Evidence	State	1-Urgent	Dick Wyatt Joni Jones	8/22/14 8/22/14
65	Validation of Non Volatile Evidence	State	1-Urgent	Dick Wyatt Delia Anderson	9/5/2014
85	Interim solution to support 19 yr olds future dated eligibility until HP can handle	State	2-High	Dick Wyatt	11/13/2014
86	Closure of Death Match Individuals	State	2-High	Dick Wyatt	11/13/2014



- We made EEF happen under impossible timeline
- Arkansans able to enroll by federal deadline via:
 - Access Arkansas
 - Healthcare.gov
 - Mail
 - Phone
- We are proud of what we accomplished
 - Avoided the failures that plagued most other states
 - Heard constant praise for our commitment and work
 - We can account for every hour and \$ attributed to us



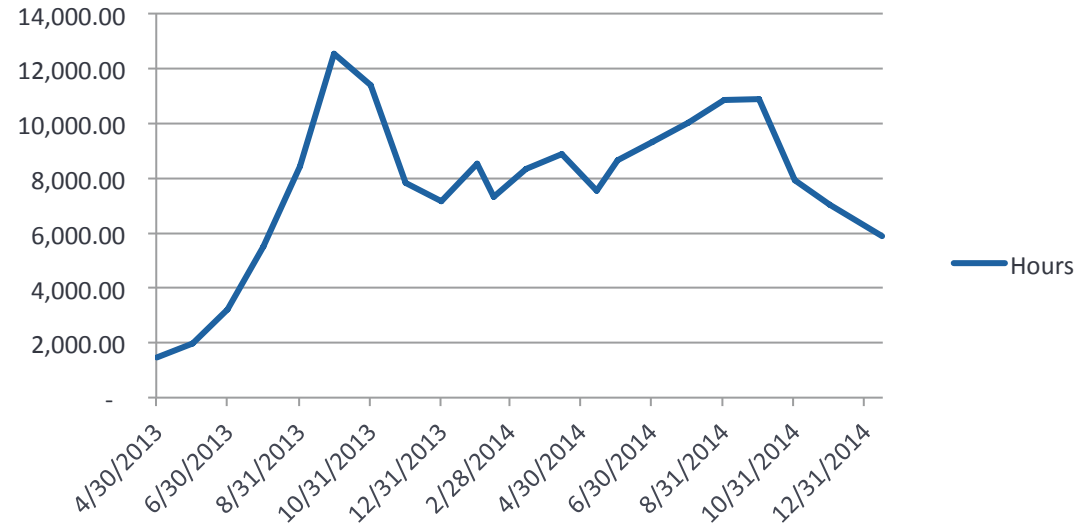
- Our role changed constantly, we performed as directed
 - System Integration
 - IT Infrastructure support
 - Deployment Management
 - Production Support
 - Software customization
- Assembled a talented team as directed by DHS
 - 30-60 people who dedicated themselves onsite for 22 months
- Added qualified resources when requested by DHS
- We can account for every resource and every hour for our team



EngagePoint Hours By Month

Date	Actuals
4/30/2013	1,460.25
5/31/2013	1,986.50
6/30/2013	3,223.50
7/31/2013	5,500.75
8/31/2013	8,430.50
9/30/2013	12,559.25
10/31/2013	11,388.00
11/30/2013	7,842.25
12/31/2013	7,158.00
1/31/2014	8,548.75
2/14/2014	7,310.75
3/14/2014	8,343.75
4/14/2014	8,884.25
5/14/2014	7,556.75
6/1/2014	8,655.00
7/1/2014	9,326.25
8/1/2014	10,021.00
9/1/2014	10,870.50
10/1/2014	10,901.75
11/1/2014	7,914.50
12/1/2014	7,026.75
1/15/2015	5,887.25
Total	170,796.25

Actuals Hours By Hours



Project Phases and Changing Roles



EngagePoint repeatedly highlighted core project issue to DHS Executives with the result of being viewed as “trouble makers”

- Lack of a prime contractor
- Vendor management challenges
- Constantly changing roles
- Project split in to silos – MAGI, NON-MAGI, SNAP, M&O
- Lack of appreciation and enforcement of solution design across teams
- Incomplete and constantly evolving eligibility software
- Lack of effective PMO processes
- Inconsistent methodology
- Insufficient controls over project plans, resources and cost
- Lack of M&O plan prior to going live in Oct 2013



Role	Vendors (Depending on Phase)
Prime Contractor	DHS
Project Manager	CAI
System Integrator	EngagePoint
Software Customization	eSystems, Redmane, IBM, EngagePoint
Production Support	EngagePoint, eSystems



1. Properly define roles and responsibilities
2. Award a fixed price fixed scope contract
3. Prime contractor with integration experience
4. Commit to integrated solution design
5. Select experienced IT project management
6. Establish project governance and oversight
7. Plan for proper maintenance and operations



Thank you

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