State of Vermont

Department of Vermont Health Access
Integrated Eligibility & Enrollment Program

Charter

Healthcare Application Usability

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Background

Problem

Health benefits are currently processed in two distinct systems (VHC for MAGI-based benefits and ACCESS for non-MAGI-based benefits)

VHC and ACCESS cannot share application information, requiring labor intensive, manual processes, applicants must file multiple applications and provide duplicative information in order to access full health benefits screening options. (Ex. Enter via VHC for MAGI determination but only qualify for non-MAGI determination in ACCESS or vice versa)

In addition, non-MAGI application forms are out of compliance with plain language requirements established by the ACA making it harder for applicants to complete the application correctly or requiring more information than may be needed which in turn causes processing delays.

Partners

Role	Name(s)
Executive Sponsor	Cassandra Madison
Product Owner	Etiane George
Project Manager	Chelsea Carriveau
Project Coordinator	Kacey Urban
Business Analyst	Balaji Arumugam
Policy Representative	Robin Chapman, Adaline Strumolo, Sonnia Leonard
OCM Representative	Devon Downing
Procurement Representatives	Susan Whitney, Stephen Fazekas
Finance Lead	Diane Coles
Technical SME	Laurel Williams
OnBase Administrators	John Oleen, Dan Rose
Security Consultant	Emily Wivell
Business SME's	Thani Boskailo, Debbie Austin, Michele Betit, Tammy Sink, Jennifer Boyden, Angela McMann
BASU Representative	Kristina James

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Vision

Implement a newly designed paper application, branded with VT logo and colors that is easy for applicants to complete, enables full healthcare screening for both MAGI and non-MAGI based eligibility determinations, collects information needed for efficient and accurate eligibility decisions and reduces data entry and processing time for staff.

Newly designed, single, streamlined application expected to be in use by March 31, 2019.

Goals

#	Goal	Measure(s)
1	Reduce Eligibility Staff data entry time into Portal and/or Access by 5% by the end of the controlled launch; and by 10% within 90 days of full implementation.	Compare data entry time before and after implementation
2	Improve ease of use results on applicant survey by 5% by the end of controlled launch.	Survey applicants and staff before and after implementation about their experience and ease of use
3	Reduce the time for the customer to receive the eligibility determination by 10% by the end of controlled launch.	Compare the data of the total time it took individuals who applied through multiple HC applications to the total time period of the new single application
4	Reduce the time for the customer to receive the eligibility determination by 10% by the end of controlled launch.	Compare percentage of questions left blank before and after implementation
5	Reduce number of questions answered incorrectly by 10% by end of controlled launch.	Compare percentage of questions answered incorrectly before and after implementation

Scope

Consolidation of the following (3) Health Care Applications into a single, streamlined application and implementation by March 31, 2019:

1. **205IFA – Application for Health Coverage and Paying Costs**

2. **202MED – Health Care Programs Application**
3. **202LTC – Application for Choices for Care Long-Term Care**

Budget

Budgetary information can be found in Appendix A. Budget information is not made publicly available until project close-out due to ongoing procurement activities in the IE&E Program.

Timeline

Initiate procurement by 1/1/18

Phased Operational Implementation by 3/31/19

Implementation by 7/1/19

Charter Version History

Date	Description	Version
11/15/2017	Mini Charter Review and approval by Steering Committee	1.0
06/28/2018	Added March 31 implementation information to Vision, Scope, and Timeline. Added 2 new KPIs – increase in completed applications and increase in accurate responses.	2.0
2/19/2019	Updated Partners, Goals, Scope and Timeline. Removed 2 KPI's – no wrong door and reduce the number of applications submitted by household. Added 1 new KPI – goal #3	3.0
4/9/2019	Updated budget	4.0

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Version 3.0 Signatures

Name	Role	Title	Signature
Cassandra Madison	IE&E Program Sponsor and IE&E Steering Committee Chair	Deputy Commissioner Department of Vermont Health Access	E-SIGNED by Cassandra Madison on 2019-04-09 20:19:19 UTC
Amy Marshall-Carney	IE&E Program Manager	IE&E Program Manager	E-SIGNED by Amy Marshall-Carney on 2019-04-09 20:16:00 UTC
Etiane George	HCAU Product Owner	Director VHC Customer Service Center	E-SIGNED by Etiane George on 2019-04-09 18:49:54 UTC