

Kansas Eligibility Enforcement System (KEES)

Status Report

Joint Committee on Information Technology

Glen Yancey – KEES Executive Director

October 21, 2013

KEES Project Update

- **August 2013** – CMS Approval of the KEES System Security Plan (SSP).
- **August 2013** - Completed KEES ongoing operations cost allocation plan with KDHE and DCF Fiscal Staff.
- **August 2013** – KEES Completes CMS Operational Readiness Review.
- **September 2013** – MAGI Processing Implementation Memo Distributed to Eligibility staff in KDHE and DCF.
- **September 12, 2013** – Formal Approval of the KEES Security Design Plan (SDP) Received from The Social Security Administration.
- **September 30, 2013** – Accenture Delivers Final KEES Phase 2 Build to Kansas System Test.
- **October 2013** – KEES Receives Authority to Connect to Federal Data Services Hub from CMS.

KEES Project Update

- **October 1, 2013** – KEES Implements changes to KanCare Self Service Portal to collect applicant data required for MAGI determination in compliance with ACA rules for Medicaid.
- **October 2013** – Medicaid Operations begins using CMS approved process for Medicaid eligibility determination in compliance with ACA.
- **October 2013** - KanCare Telephonic Application Pilot implemented at KanCare Clearinghouse.
- **October 2013** – Statewide Classroom Training completed for DCF, KDHE and contractor staffs.
- **October 2013** – Implementation Webinars completed: MAGI Interim Implementation Processes; Prevention and Protection Services Eligibility; KEES Application Processing and Data Acceptance; Long Term Care and Spend Down; Workflow Tasks and No-Touch Processing.
- **October 2013** – Implementation Webinars scheduled: Income and Budgeting/ Spend Down; Training Gaps and Update; KEES Point of Contact Kick-Off; KEES Implementation Memo part 1; KEES Implementation Memo part 2.

KEES Project Update - Implementation

- Environment Status
 - KEES KanCare Self Service Portal is currently operating normally.
 - KEES End User Training Classes Complete.
 - Production Technical Environment Build complete.
 - Final System Testing in process.
- Implementation Status
 - Phased Functional Implementation underway.
 - KanCare Self Service Portal collecting MAGI Applicant Data in Production.
 - KanCare Telephony Application Pilot Implemented.
 - 99.3% of all enrolled Training; Classroom and CBT Complete.
 - Mock Data Conversions Completed.
 - State Systems Interface testing underway.
 - FDSH Informal Testing Complete; End-to-End Testing Pending.
 - Detailed Cutover Timeline and Plan Completed.
 - Implementation Call Center and Command Center Provisioning in process.
 - Technical Contingency Plan development complete.
 - Document Imaging Conversion Testing in process.
 - System Penetration Testing Underway.
 - System Security Monitoring provisioning complete.
 - User Acceptance Testing complete.

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KEES Project Update



KanCare SSP Daily Applications
1460 Applications Since October 1, 2013
Calendar View

	Sun	Mon	Tues	Wed	Thur	Fri	Sat
			10/1	10/2	10/3	10/4	10/5
			155	119	111	71	45
10/6	10/7	10/8	10/9	10/10	10/11	10/12	
46	136	116	110	107	62	24	
10/13	10/14	10/15	10/16	10/17	10/18	10/19	
42	106	111	135	66	108	56	
10/20							
64							

User Accounts Created	Oct-2013	Sep-2013	Aug-2013	Jul-2013	Jun-2013	May-2013
	1990	2432	2304	2108	1738	1793

KEES Project Update – Organization

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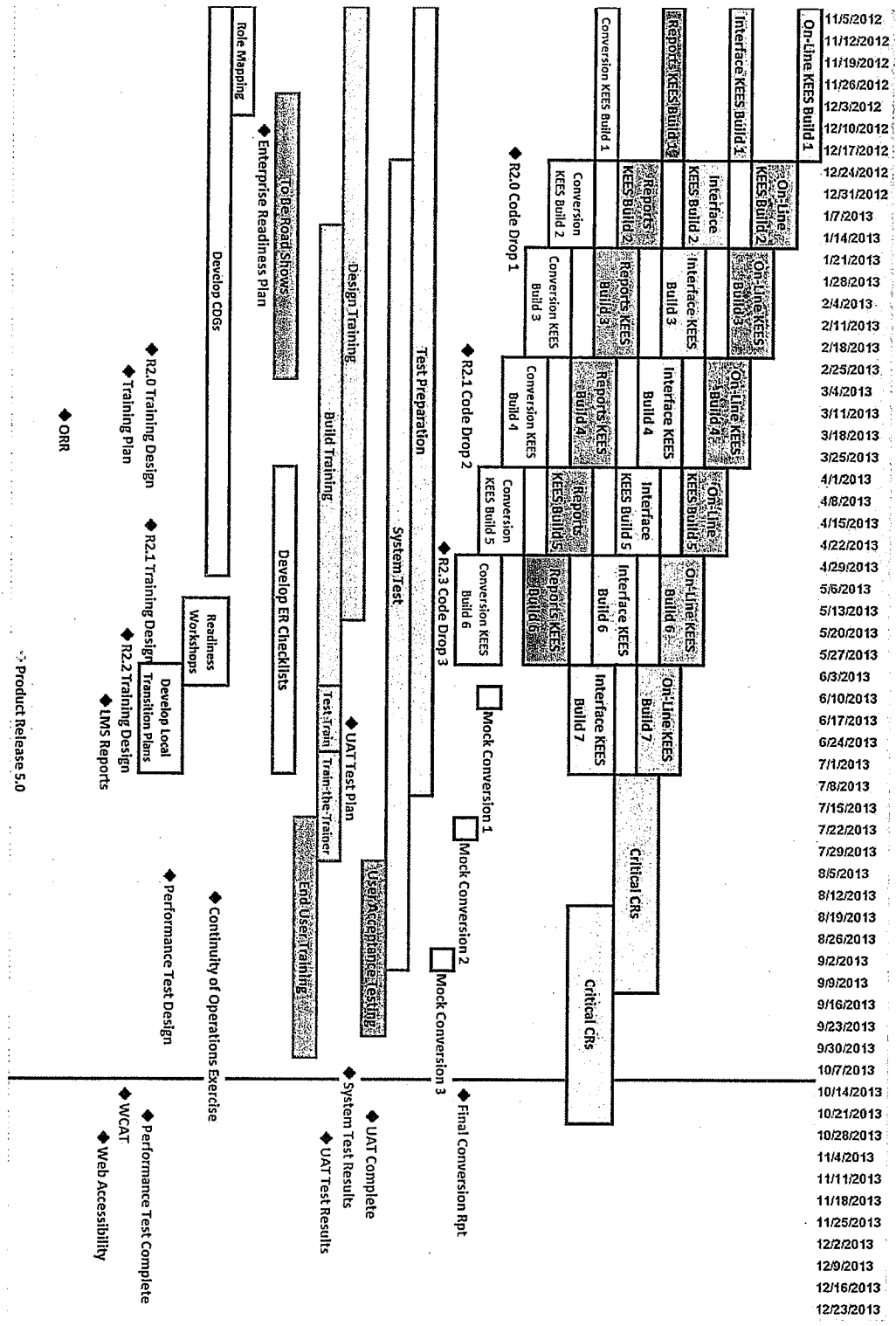
Phase II

- Organization Readiness Complete and ongoing.
 - Medical Policy Development – Implementation Memo Distributed.
 - Tier 2 Business Support Staff - Interviews Complete; Hiring pending.
 - Functional Business Workflow Mapping – Complete.
 - Business Function Time Studies – Complete.
 - Pre-Conversion Data Gathering – Ongoing.
 - Training and Implementation Webinars – Ongoing.
 - KEES Medicaid Systems Release Management - Planning Underway.

Phase III

- Organization alignment for Human Service Programs
 - KEES is already pivoting to Phase III alignment with DCF.
 - KEES DCF Detailed System Design - On Schedule for December Completion.
 - DCF Operations Transition Alignment – In Process.
 - DCF Program Certification Staff Assignments – In Process.

KEES Project Update - Schedule



Weekly Readiness Scorecard – Phase 2

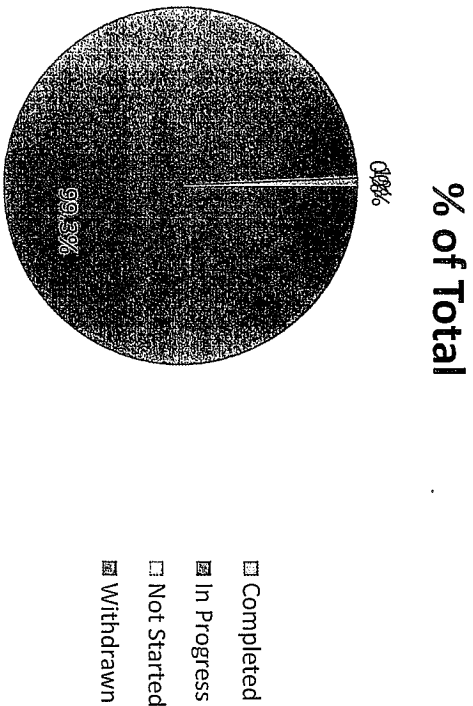
Team	Previous Week	Current Status	Comments
Functional (Design)	(Y)	(Y)	<ul style="list-style-type: none"> • Questions answering from Conversion, Testing, Training, Policy and Operations underway. • Updating documentation as needed
Build (Development)	(Y)	(Y)	<ul style="list-style-type: none"> • Focus on overall build stabilization • ASW Release 5.2.6 patch released this week.
Test	(Y)	(Y)	<ul style="list-style-type: none"> • Prioritization of Test Scripts underway to ensure maximum coverage • Execution is behind but making progress. Coverage is improving. • Joint test / fix teams instituted to ensure rapid defect identification and resolution.
Conversion	(Y)	(Y)	<ul style="list-style-type: none"> • Conversion efforts on schedule but open data cleanup, quality, and fallout issues being addressed • Third mock conversion execution completed
Reports	(Y)	(Y)	<ul style="list-style-type: none"> • Reports efforts behind. Focusing efforts on Priority 1 and 2 reports.. • Working on go live reports based on cutover best practices.
Interfaces	(Y)	(Y)	<ul style="list-style-type: none"> • All interfaces designs have been signed off (except for FFM). • Focus on FFM • Focus on CMS testing
Tech Arch	(Y)	(Y)	<ul style="list-style-type: none"> • Environments stabilized • Production Build out completed • Print Mail plan being executed

Weekly Readiness Scorecard – Phase 2

Team	Previous Week	Current Status	Comments
ECM	Y	Y	<ul style="list-style-type: none"> Working on supporting test environments with ImageNow Integration between components progressing well.
Change Management / Enterprise Readiness	G	G	<ul style="list-style-type: none"> Finalizing process to collect and track updates to KEES user security profile mapping for production loading. Schedule and plan for communication, tracking and validation of Security agreements and training requirements complete. Continuing QA Review of KEES Online User Guide.
Training	Y	Y	<ul style="list-style-type: none"> Training development is behind schedule due to design delays. ILT course delivery complete. Training 99.3% complete overall. Training sandbox environment updated and available for end user practice outside of KEES instructor led training Online Help is being reviewed and updated as feedback is received.
Operations Transition	G	G	<ul style="list-style-type: none"> Continue Work on Cutover Plan Meeting with Clearinghouse via conference call for SME consultation. Contingency planning for Phased Functional Implementation. Defined Process for RDB Maintenance
Policy	Y	Y	<ul style="list-style-type: none"> Scheduling Implementation Memo discussions Re-purposing Accenture Policy Team discussions Collected and categorized known workarounds according to Policy Topics Categorized all Action Items and Change Requests according to Policy Topics

KEES Phase 2 Training

Training Status: Enrollment = number of required classes x required number of attendees. All Web Based
Training and Instructor Led Training course activity and completion is tracked in KDHE KSTrain Learning Management System.

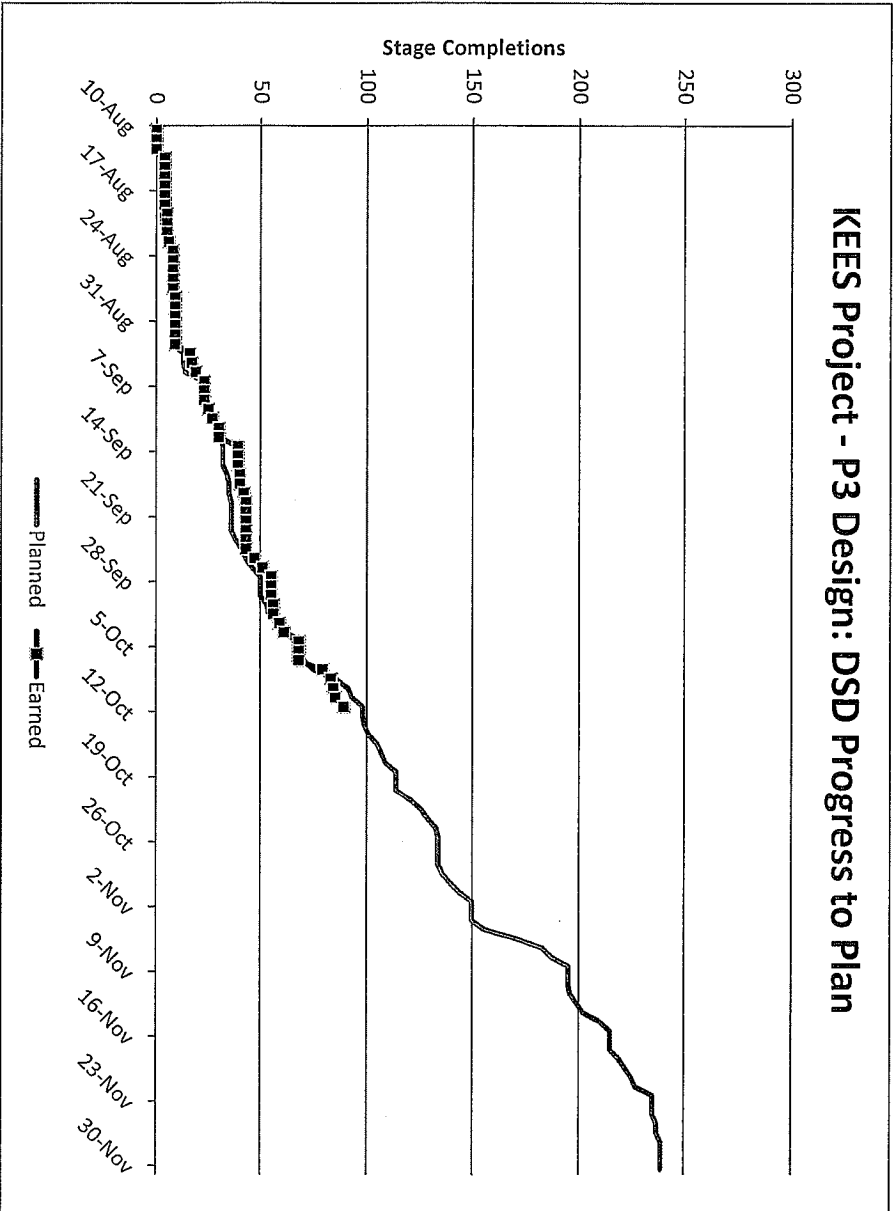


Group	Total Enrollments	% Complete
OE	62	40.3%
Clearinghouse	2123	99.9%
HP	12	100.0%
KDHE	11	100.0%
MIEQC	51	92.2%
OSW	204	92.6%

Implementation Team Figure 1: P2 LMS Registration Status

Phase 3 Functional Design Status

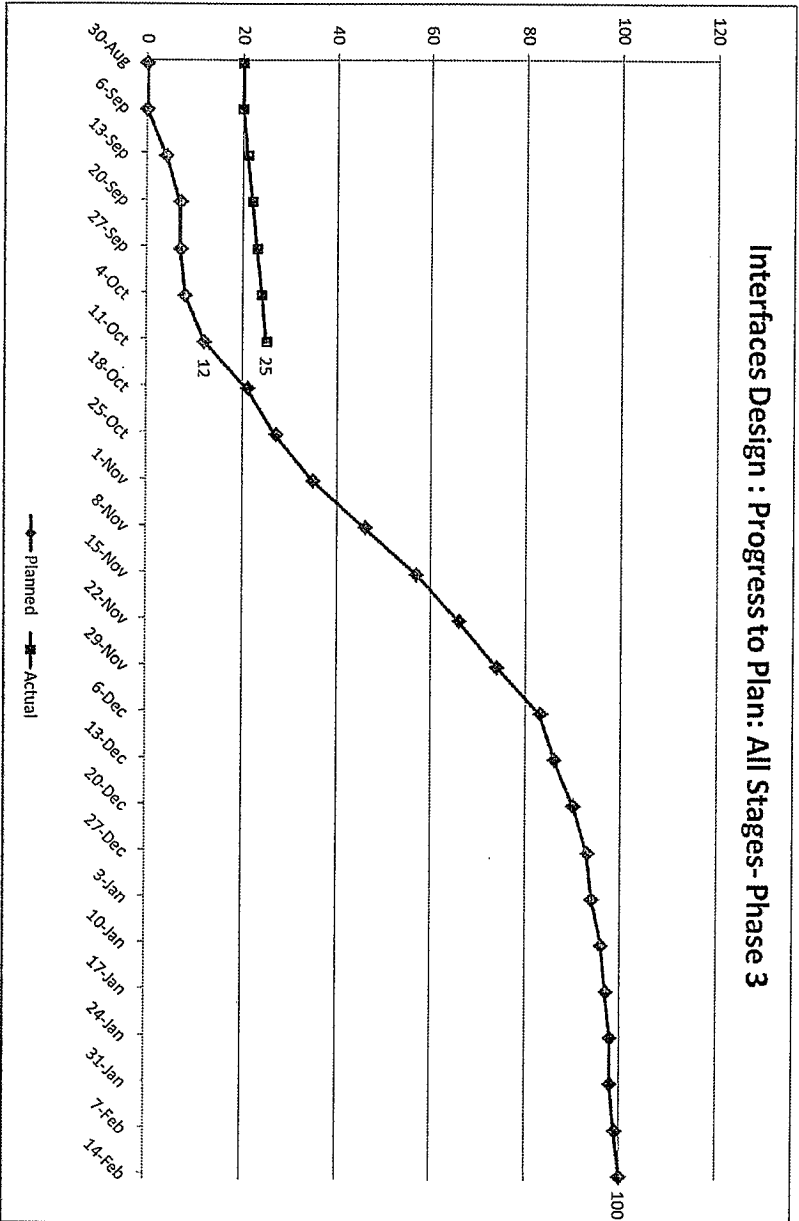
KEES Project - P3 Design: DSD Progress to Plan



Team	Widget Value	Earned Value	Planned Value	Schedule Performance Index (SPI)
P3 Design	Designs Completed by Stage	89	98	.91

Phase 3 DSD Hill Climber

Phase 3 Interface Design Status



Team	Widget Value	Earned Value	Planned Value	Schedule Performance Index (SPI)	Action Needed
Interface	Interface design stages count	25	12	1	

Design Progress to Plan – Phase 3 Interfaces

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KEES Financial Update

	Approved APD	Actuals	Projections	Grand Total
Accenture				
Accenture Deliverables	46,956,159	(39,086,718)	(7,713,744)	155,697
ADOBE Software		(393,213)		(393,213)
APSP License Billings		(3,725,400)		(3,725,400)
APSP Maintenance Billings	3,413,378	(1,414,455)	(418,163)	1,580,761
Change Requests	7,795,644	(7,035,573)	(2,002,419)	(1,242,348)
Development Hardware/Software	1,034,791	(951,319)	(69,164)	14,308
Facilities - Implementation	3,895,794	(3,665,558)	(687,956)	(457,720)
Monthly PO Billings	5,305,454	(4,914,237)	(373,598)	17,619
Service Delivery	1,389,001	(450,980)	(938,021)	0
Hosting	12,907,606	(5,044,903)	(1,435,843)	6,426,861
State Wage & Fringe	17,324,682	(10,068,463)	(5,088,565)	2,167,653
Perceptive Software (Image Now)	2,714,098	(1,502,576)	(585,272)	626,250
Oracle	4,243,217	(12,038,809)	(135,057)	(7,930,649)
Equipment	1,038,400	(3,196,248)	(967,536)	(3,125,384)
Avenues Contractors	4,402,234	(1,116,309)	(3,087,133)	198,792
KMED Contractors	15,712,545	(7,999,715)	(3,200,533)	4,512,296
File Conversion	3,000,000	(374,282)	(131,273)	2,494,445
Training (Avenues)	2,000,000	(41,009)	(1,113)	1,957,878
Model Office Option	199,397			199,397
Other	4,658,764	(1,904,928)	(1,153,858)	1,599,978
Future Change Requests		1,276,986	(1,584,707)	(307,721)
Grand Total	137,991,164	(103,647,709)	(29,573,955)	4,769,499
	Approved Budget			Projected Ending Balance

KEES Financial Update

- Project Well within budget
 - Currently projected to finish project under budget
 - State Staff Salary and Wages
 - Contract Staff Costs
 - Financial Stewardship
 - All Funds Stewardship Approach
- Project Accounting
 - Thorough Review of Project Accounting
 - Weekly detailed financial reporting and projections
 - Improved visibility and transparency into KEES project finances
 - Improved coordination with Multi-Agency Fiscal staff
- Medicaid Operations APD
 - Submitted to CMS – Approval Pending
 - Enhanced Operations funding for Medicaid Eligibility Determination Functions
 - Aligns Eligibility Determination match rate with MMIS & Claims Processing match rate.

KEES Phased Implementation Strategy

- **Build and CR Release Schedule**
 - KanCare Self Service Portal updated to collect Tax Household and Relationship Data – In Production.
 - Functional Build of Phase II – Delivered by Accenture September 30, 2013.
 - Accenture Delivering 3 Remediation Builds on average to Kansas every week.
 - KanCare Telephonic Application Pilot – Implemented at KanCare Clearinghouse.
- **Testing and Defect Remediation**
 - Risk and Strategic Based Testing – Making critical functions the testing priority.
 - State and Accenture Testers working evenings and weekends.
 - Accenture Delivering on average 3 Defect Remediation Builds each week.
- **End User Training**
 - Formal Training 99.3% Complete
 - Training Webinars - Delivered on Schedule.
 - Development of End User Job Aids and Reference Documents – On Schedule.
 - KanCare Medicaid Policy Information Library – Library Built; Information loaded as developed.
- **KEES Phased Functional Implementation will Focus on Kansans!**
 - Fact-Based ABMS and Federal Readiness Assessments – minimize risk to Kansas Applicants.
 - Data Security and Applicant Privacy will be Paramount
 - Provision Call Center Support Staffing for Post Implementation
 - KEES Implementation Stakeholder Coordination
 - CMS Federal Partner Coordination and Relationship Management
 - Remaining Functional Components of KEES will be implemented in Production when they are ready and thoroughly tested.

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KEES Phased Implementation Challenges

- Federal Data Services Hub
 - Agile Sprint 19 executed the 3rd Week of August
 - Interface Test Scenario and Data Changes – introduced September 7, 2013
 - CMS FFM and FDSH Business System Design – New BSD issued October 4, 2013.
- FFM Account Transfer Implementation
 - FFM Account Transfer to States – CMS scheduled to deliver for testing October 21, 2013.
 - Production Account Transfer to States Delayed until November.
- CMS Technical Support Resource Constraints
 - Government Furloughs eliminated daily Technical Support interactions.
 - Testing error response from CMS dramatically reduced.
- The most complicated ABMS functions to System Test and Remediate were in the last KEES build cycle
 - No Touch
 - Workflow
 - FFM Account Transfer
 - FDSH Interfaces
 - MMIS enrollment Interface
 - Frequency of Remediation Builds – requires additional regression testing.

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KEES Readiness Assessment Methodology

- Cutover Timeline
- Detailed Cutover Task List
 - On-Line daily updates
 - Weekly Review
- Risk-Based Strategic Testing
- Heat Map Dashboards
 - Daily updates
 - Weekly Review
- Readiness Punch List
 - Updated and Reviewed Daily
- Readiness Assessment Checkpoints
 - October 14, 2013
 - October 18, 2013
 - October 21, 2013
 - October 25, 2013
 - Data Conversion/Smoke Test Quality Assessment – Dependent on Prior Readiness Assessments.
- Minimum Functionality Checklist - Complete
- October Contingency Planning - Plan complete; Currently in operation

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KEES Testing Punch List

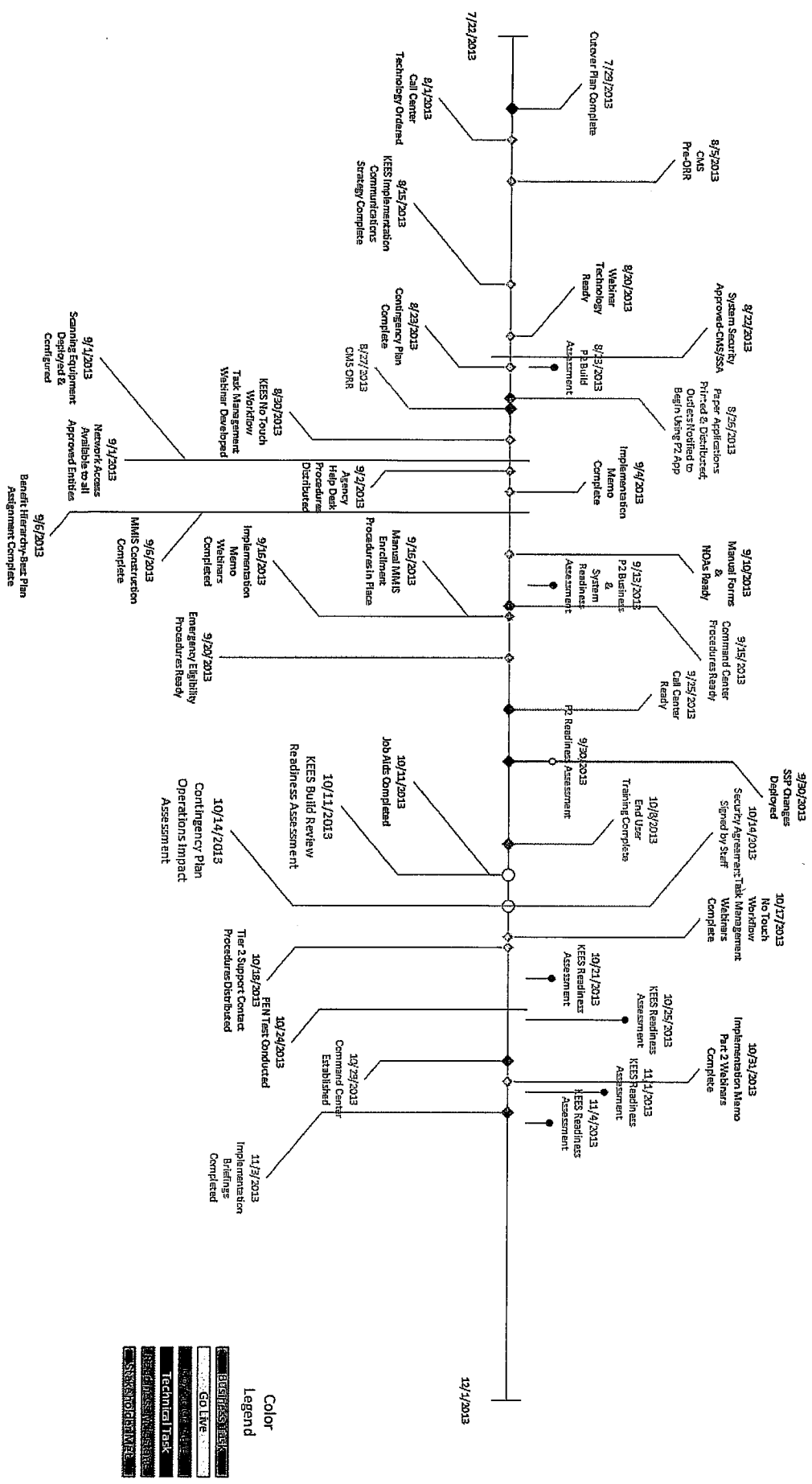
Core Eligibility				
eApp	Leung	Y		Complex eApp sent into ABMS in Dev as well as ST. Further progress made and even more cases passing through eApp.
eChange	Leung	Y		Testing Underway. Being processed through No Touch. Mapping issues exist and are still be worked through.
Workflow	Leung	Y		Tasks being created interfaces and batch via BPM. Manual BPM Tasks now being created in ST. Testing is underway to ensure all work.
No Touch	Leung	Y		No Touch Process working. We have cases moving into and through File Clearance and Case Creation in System Test. Some defects with Fallout Tasks.
Testing Data Collection with Converted Data	Leung	Y		Significant testing on-going with data collection and batch - status tracked under conversion issues.
Complete Rules Test	Leung			121 Scenarios. 113 Work in ST.
Worker Portal	Leung	Y		Testing in progress. Pages have been tested. Further validation has been implemented. Cases being linked within ABMS.
Forms - Bar Code and Central Print	Leung			All forms have been retested with bar codes.
NOA testing	Leung			127 Scenarios. 74 NOA Scenarios Passed in AT. 26 passed in ST.
Reports Delivered/checked	Jenkins	Y		55 Reports Built. 13 Validated by State. 20 Additional Passed in System Test and awaiting Validation.
User Administration - credentials for day 1	Feather			Conversion file for new users (1500) has been created and tested and run into ST2.
Audit Vault configured	Kahn			Audit vault installed in production environment. Confirmed auditing is working but need to finalize level of Day 1 monitoring.
CMS and Verifications				
HUB SSA Composite	Leung	Y		Success against formal in Dev. Making Progress in ST environments
VLP	Leung	Y		Success against formal in Dev. Making Progress in ST environments
EATTS				
SDX	Leung	Y		File was rerun successfully. Tasks are created. Minor defects exist. Investigating if this is a sample file issue or not. Data does not match so checking.
Bendex	Leung	Y		File processed by partner. Awaiting feedback.
Client List	Leung			Quarterly file load completed. Daily file needs to be amended to limit records. Files sent to partner.

KEES Testing Punch List

External Interfaces	Leung	ⓐ	
WIPPA	Leung	ⓐ	Inbound file processed. eApp created. Some errors with data conversion that are simple.
MMIS Eligibility	Leung	Y	28 Total Scenarios. 20 scenarios have fully passed. 4 have passed but requires additional work under a CR which will be complete by EOD Monday. 3 Scenarios have been sent through and are being validated by HP. 1 scenarios being investigated.
Medical Alerts	Leung	ⓐ	Complete.
MMIS TPL	Leung	ⓐ	Complete.
Premium Billing	Leung	ⓐ	HP has raised three issues. Worker Number, additional cases, length of overall record. These have been all addressed.
TBO	Leung	Y	CMS system having issues picking up records for a test file for us. CMS is investigating.
Batch forms	Leung	ⓐ	Batch forms are generating accurately in most cases. All jobs are running. A few defects exist.
Portals	Leung	Y	Complex eApp sent into ABMS in Dev as well as ST. Further progress made and even more cases passing through eApp.
Application - eApp issues	Leung	ⓐ	PE Application sent into ABMS - PW and Child. Minor defects exist. Assessments are correct.
PE Tool Issues	Leung	ⓐ	
Internal Batch Jobs	Leung	ⓐ	
Medicaid Child	Leung	ⓐ	Passed System Test
SSA Initial Record/ Amount Change	Leung	ⓐ	Passed System Test
Form Batches	Leung	ⓐ	Passed System Test
Dynamic Form Balancer	Leung	ⓐ	Passed System Test
Dynamic Form Processing	Leung	ⓐ	Passed System Test
PE Batches	Leung	ⓐ	Passed System Test
PE/MC Dual Coverage	Leung	ⓐ	Passed System Test
Expired Application on Status	Leung	ⓐ	Passed System Test
Case Assignment Batches	Leung	ⓐ	Passed System Test
End Date Assignments	Leung	ⓐ	Denials - 17/17 working. Discontinuances now working.
MOA Batches	Leung	ⓐ	Passed System Test
Generate MOAs	Leung	ⓐ	Passed System Test
Central Print	Feather	ⓐ	Files generated to provide the Print vendor working well -- issue with FTPS but manual transmission works.
Complete Print Testing	Feather	ⓐ	
Other	Leung	ⓐ	Super Triggers working well -- generating files for MMIS successfully.
Super Triggers	Leung	ⓐ	Control M installed in Pre-Prod and Production environment.
Batch Scheduling	Frost	Y	
Batch Schedule in Batch Window	Feather	Y	Unknown right now however, we don't believe there is an issue.

KEES Cutover Planning

KEES Cutover-Implementation Timeline



KEES Phased Functional Implementation - Approach

- Focus on Kansas Applicants and Beneficiaries
 - Meet our Fiduciary Responsibilities to Kansans
 - Timely-Accurate Benefit Determinations
 - Data Security and Privacy
- Processing Efficiency
 - Sustainable Business Processes
 - Trained Workforce
 - Stable, Capable System
- CMS Seven Critical Success Factors
 - Meet our Commitments to Federal Partners
 - Support Mandated Interoperability as available and when secure.
 - Eligibility Determination Compliance

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