



Health and Human Services Commission

**Texas Integrated Eligibility Redesign System
and Eligibility Supporting Technologies**

**Quarterly Report
to the
Legislative Budget Board and the Governor's Office**

**As Required by Rider 217
Article II, HHSC, 2018-19 General Appropriations Act**

April 1, 2019

Table of Contents

1. OVERVIEW	3
2. ACCOMPLISHMENTS	4
2.1 RELEASE 103.0.1.0, 103.1.0.0, 103.2.0.0 MAJOR ACCOMPLISHMENTS	4
3. PROJECT STATUS	7
4. PROJECT PLAN	8
5. SCHEDULE OF EXPENDITURES	10
6. ACTUAL EXPENDITURES	11
6.1 NEW DEVELOPMENT EXPENDITURES.....	11
6.2 OPERATIONAL EXPENDITURES	11
7. COST SAVINGS	12
7.1 STRATEGIES	12
7.2 ESTIMATED SAVINGS.....	12
8. GOVERNANCE	13

1. Overview

The Health and Human Services Commission (HHSC) is submitting this report to the Legislative Budget Board (LBB) and the Office of the Governor, State of Texas, as required by the 2018-19 General Appropriations Act, 85th Legislature, Regular Session, 2017 (Article II, Health and Human Services Commission, Rider 217) regarding the Texas Integrated Eligibility Redesign System:

217. Texas Integrated Eligibility Redesign System (TIERS).

Included in the amounts appropriated above in Strategy I.3.2, TIERS Capital Projects, is \$53,358,062 in All Funds (\$14,380,037 in General Revenue) in fiscal year 2018 and \$61,010,290 in All Funds (\$16,592,431 in General Revenue) in fiscal year 2019 for capital enhancements and maintenance of TIERS. HHSC shall submit quarterly reports to the Legislative Budget Board and the Governor reflecting actual expenditures, cost savings, and accomplishments implementing the TIERS project. The report shall include a detailed plan for the project, a proposed schedule of expenditures, and the status of capital enhancement and maintenance activities for the TIERS project. Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the Eighty-fifth Legislature, 2017.

Notwithstanding Article IX, §14.03, Limitation on Expenditures - Capital Budget, or Article II, Special Provisions Related to All Health and Human Services Agencies, §6, Limitations on Transfer Authority, HHSC may not expend funds in excess of the amounts identified in this section on the TIERS capital project without written approval from the LBB and Governor. A request to exceed the amounts identified in this section shall be considered approved unless the LBB issues a written disapproval within 30 business days after the date the LBB staff concludes its review of the proposal to expend the funds and forward its review to the Chair of the House Appropriations Committee, Chair of the Senate Finance Committee, Speaker of the House, and Lieutenant Governor. Any request for additional information from the LBB shall interrupt the counting of the 30 business days.

2. Accomplishments

HHSC shall submit quarterly reports reflecting accomplishments implementing the TIERS project.

Releases
Release 103 - 100% complete
Release 104 - Cycle 1 - Deployed on December 29, 2018.
Cycle 2 - Deployed on February 2, 2019.
Cycle 3 - Discovery phase completed on January 16, 2019; development and testing progressing; deployment is scheduled for March 9, 2019.
Cycle 4 - Discovery phase completed on February 20, 2019.

2.1 Release 103.0.1.0, 103.1.0.0, 103.2.0.0 Major Accomplishments

Annual December Cost of Living Adjustment

TIERS reflects the 2019 adjustments to Retirement, Survivors, and Disability Insurance (RSDI), Supplemental Security Income (SSI), Railroad Retirement, and Medicare Part B premiums. Monthly income limits for Medicaid for the Elderly and People with Disabilities (MEPD) types of assistance impacted by the SSI standard are also updated.

Client Reminder Notices – 2019

The annual mailing of client reminders occurred in January 2019 for the forms listed below:

- H0401 Health Insurance Portability and Accountability Act (HIPAA) - Privacy Notice;
- Earned Income Tax Credit (EITC) notice;
- Transitional Medicaid Assistance (TMA) notice; and
- Internal Revenue Service (IRS) Form 1095-B notice.

House Bill (HB) 2466 Maternal Depression Screening/Application Changes

HB 2466, passed during the 85th Legislative Session, requires HHSC to include a new question on the applications for medical assistance regarding pregnancy status and provides the individual the option to indicate if they would like to receive health care notifications via certain modalities from their managed care organization or health plan.

HB 337 Suspension and Reinstatement of Medicaid for Individuals Confined to a County Jail

HB 337, passed during the 85th Texas Legislative Session, requires HHSC to suspend or terminate Medicaid eligibility as appropriate for an individual confined in a county jail and to reinstate Medicaid eligibility no later than 48 hours after HHSC has been notified of the individual's release from the county jail. Following the individual's release, the individual remains eligible for the remainder of the certification period for which the individual was certified. Automation changes are necessary to facilitate the suspension and reinstatement of coverage.

Medicaid Customer Service 2-1-1 Interactive Voice Response Updates

Over the past 13 years, HHSC has utilized the Internet Protocol (IP) telephone system to provide callers access to state benefits and local community resources to meet their complex needs. While the programs were accessed using a single-entry point (2-1-1), the programs were developed and maintained as separate services. The business processes established have led to overlapping processes, and duplicative efforts and costs. This project will recognize the unique benefits of each program, build upon the strengths of each, and reduce confusion by removing duplicative business processes and implement best practices. The project will provide a method to better identify needs for change and an established process to implement improvements, resulting in more efficiencies in the use of system and staff resources.

Develop Office of the Attorney General Interface Files

The Office of the Attorney General (OAG) is in the process of replacing their case management system. This is one of many requests to update HHSC interfaces for this OAG change. The project is expected to improve HHSC's ability to communicate the correct information to OAG and process information received from OAG.

Long Term Services and Support Provisioning

This project completed modifications to the Long-Term Services and Support (LTSS) Worker Portal application and the related platform components to permit the same external entity to represent multiple referral doors (e.g., both North Central Texas Area Agency on Aging and North Central Texas Aging and Disability Resource Center referral doors are represented by the same entity), and to perform the user provisioning appropriately.

Production Issue - Consolidated Americans with Disabilities Act Issues found in Form H1233 English and Spanish

Multiple issues have been resolved. These issues included correcting and maintaining the tab order, using the correct bullet point character across all pages, correcting corrupted links and missing locale tag, Spanish Job Access with Speech (JAWS) correctly reading multiple Spanish pages in Spanish instead of English, and JAWS correctly reading the Health and Human Services (HHS) logo on screens.

Desk Reviews for Eligibility Flexible Appointments

The automation of the desk review task is now added to the new Flexible Appointment functionality in TIERS. The desk review task is also added to the Task List Manager task flow.

Expedited Language is added to Hearing and Appeal Notices

To comply with the Code of Federal Regulations ([42 CFR §431.205](#)), language pertaining to requesting an expedited Medicaid fair hearing is added to client hearing notices.

Task List Manager Updates for Eligibility Workload Management System

Two new data elements, channel and community-based organization identification are added to the Task List Manager view used for Eligibility Workload Management System task import. The new data elements will support the ability to track metrics and improve data analysis for multiple initiatives, including the Self-Service Strategy and Community Partner Program.

New DataMart Reports for Data Broker

There are four new DataMart reports created for Data Broker. These reports replace current ad hoc queries. The reports are for National Directory of New Hires, Identity and Authentication, Residence Verification, and Asset Verification System.

Medicare Savings Program Resource Limits

The fixed needs resource limits for all Medicare Savings Programs in TIERS and YourTexasBenefits.com are updated effective January 2019.

Federal Poverty Income Limits

The fixed needs federal poverty income limits in TIERS and YourTexasBenefits.com were updated for the benefit period that begins in March 2019.

Eligibility Search Page

To improve system performance, the default begin date field for eligibility searches is changed from January 2001 to 24 months from the current system date. This change will permit staff to modify the begin date if they need to view more than 24 months of eligibility information.

Legal Aid Office Address Change

The address for the Houston area Lone Star Legal Aid - Clute Office is updated.

Self-Employment Expense Budgeting

TIERS is now calculating budget correctly for prior months when there are self-employment expenses.

Form TF0056 Updates

For this fair hearing form, the phone number and text information are being updated in two phases. Phase one updates the phone number, and phase two updates the messaging language as follows: "If you have questions about this letter or the hearing process or if you want to ask for a hearing, call Medicaid Customer Service 2-1-1 or if you can't connect call us toll free at 1-877-541-7905."

SNAP Benefits - February and March 2019

Due to the federal government shutdown that started in December 2018, the Food and Nutrition Services Department (FNS) notified states in January 2019 that February 2019 Supplemental Nutrition Assistance Program (SNAP) monthly benefits must be made available to clients effective January 20, 2019. The Social Services Application staff took action to bypass normal benefit issuance functionality and issue February benefits on an accelerated schedule. Because of this activity, the Social Services Applications team made adjustments to SNAP benefits in February for the March 2019; adjustments were made to the accessibility dates in an effort to realign them back to the normal monthly benefit distribution schedule. All of this work was coordinated with the appropriate program areas. This work also included generating and sending letters to SNAP households advising them of the changes to their benefit schedules as well as advising them of websites containing further information about the government shutdown. Social Services Applications team members also worked with third-party vendors to send special electronic notifications to clients who had already subscribed to the electronic notice service; notices contained similar information to the paper letters.

3. Project Status

Release 103			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Last Reported Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Current Estimated Project Start and Finish Dates	06/11/2018 - 11/17/2018	Baseline Date:	06/11/2018
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R103 - 100%		
Description of Method Used to Track Progress	HP Project and Portfolio Management Centre (PPM); Microsoft Office Project PPM is used to track and document release activities. PPM is also used for reporting resource hours. Microsoft Office Project is used to track and document project scope and schedule.		

Release 104			
Project Item	Report to Date		
Initial Planned Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Last Reported Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Current Estimated Project Start and Finish Dates	10/18/2018 - 04/13/2019	Baseline Date:	10/18/2018
Explanation of Variance between Last Reported and Current Start and Finish Dates	No variance in project dates.		
Estimated Percentage of Project Complete	R104 - 75%		
Description of Method Used to Track Progress	HP Project and Portfolio Management Centre; Microsoft Office Project		

4. Project Plan

Project Milestones	Planned Start Date	Actual Start Date	Planned Finish Date	Actual Finish Date	Percentage Complete
Release 103 Cycle Set	06/11/2018	06/11/2018	11/17/2018	11/17/2018	100%
Release 104 Cycle Set	10/18/2018	10/18/2018	04/13/2019		75%

Event	% Complete	Target Finish	Actual Finish
Eligibility & Enrollment Systems Modernization	98%	Sat 4/13/19	
Release 104 Cycle Set	75%	Sat 4/13/19	
Cycle 1 - R103.1	100%	Sat 12/29/18	Sat 12/29/18
Cycle 2 - R103.2	100%	Sat 2/2/19	Sat 2/2/19
Cycle 3 - R103.3	99%	Sat 3/9/19	
Discovery	100%	Wed 1/16/19	Wed 1/16/19
Team 1 - AES - Action Taken for No Show MA Task Update	99%	Fri 3/1/19	
Team 2 - AES - Develop Interface Files for OAG's Child Support System	99%	Mon 3/4/19	
Team 3 - H&A - New Post Hearing Review Outcome H&A - Update ADH Full Hearing Packet AES - Disqualifying an Individual for not Clearing an SSN Discrepancy (CPM)	99%	Mon 3/4/19	
Team 4 - AES - Death Policy and Process Improvements	99%	Mon 3/4/19	
Team 5 - MCS - Medicaid Expansion 180 days H&A - Agency Appeared Indicator MCS - Update LTSS Screens	99%	Mon 3/4/19	
Team 6 - MCS - Close Managed Care Gaps - Program to Program	99%	Mon 3/4/19	
Team 7 - MCS - EDBC Updates - CMAs	99%	Mon 3/4/19	
Team 8 - AES - Death Policy and Process Improvements	99%	Mon 3/4/19	
Team 9 - H&A - User Friendly Improvements AES - Notification of Copay H&A - TIERS Email Alerts MCS - Close Managed Care Gaps - Program to Program	99%	Mon 3/4/19	
Team 10 - IT - Java 8 + WAS 8.5.5.13 + JDBC 12.2.0.1 + WPS 8.5 (Phase 3) AES - Death Policy and Process Improvements	99%	Mon 3/4/19	
Team 11 - RR for IT - Java 8 + WAS 8.5.5.13 + JDBC 12.2.0.1 + WPS 8.5 + AEM 6.33 upgrade (Phase 1 & 2)	99%	Mon 3/4/19	
Team 12 - IT - Oracle 12.2 DB Upgrade	99%	Mon 3/4/19	
Team 13 - DLT Maintenance 1	99%	Mon 3/4/19	
Team 14 - DLT Maintenance 2	99%	Mon 3/4/19	
Team 17 - EST Maintenance	99%	Mon 3/4/19	
Team 18 - DataMart Maintenance	99%	Mon 3/4/19	
Team 19 - ATI Test Automation	99%	Mon 3/4/19	
Team 22 - Training Support Tools Redevelopment	99%	Mon 3/4/19	
Team 23 - H&A - DG-045 Changes	99%	Mon 3/4/19	
Team 24 - IT - Java 8 + WAS 8.5.5.13 + JDBC 12.2.0.1 + WPS 8.5 + AEM 6.33 upgrade + BPM + ODM	99%	Mon 3/4/19	
Team 25 - OMHC - Update CRCG data system race/ethnicity tab	99%	Mon 3/4/19	

Team 28 - EWS Technical Enhancements	99%	Mon 3/4/19	
Team 29 - TLM Security Vulnerabilities Remediation	99%	Mon 3/4/19	
Team 31 - WCM Decommissioning	99%	Mon 3/4/19	
Team 32 - ECM Technical Enhancements	99%	Mon 3/4/19	
Team 34 - Kofax Efforts	99%	Mon 3/4/19	
Release readiness	99%	Mon 3/4/19	
Deploy R103.3	0%	Sat 3/9/19	
Cycle 4 - R104	2%	Sat 4/13/19	
Discovery	100%	Wed 2/20/19	Wed 2/20/19
Team 1 - RR for MCS - Overlapping Enrollment between CHIP and Medicaid and AES - Develop Interface Files for OAG's Child Support System	0%	Fri 4/5/19	
Team 2 - AES - Updates to Forms Text AES - LB85 Backlog AES - YTB Submissions in Chronological Order	0%	Fri 4/5/19	
Team 3 - RR for AES - Disqualifying an Individual for not Clearing an SSN Discrepancy (CPM) and AES - Action Taken for No Show MA Task Update	0%	Fri 4/5/19	
Team 4 - H&A - TIERS Enhancements Phase III AES - Citizenship & Residency Verification Backlog	0%	Fri 4/5/19	
Team 5 - AES - No Show Status for Flexible Appointments in IVR Phase 2 MCS - Medicaid Expansion 180 days	0%	Fri 4/5/19	
Team 6 - RR for MCS - Update LTSS Screens and MCS - Close Managed Care Gaps - Program to Program and MCS - Enrollment Identifiers - TIERS to EB	0%	Fri 4/5/19	
Team 7 - RR for MCS - EDBC Updates - CMAs and AES - Death Policy and Process Improvements	0%	Fri 4/5/19	
Team 8 - RR for AES - Death Policy and Process Improvements	0%	Fri 4/5/19	
Team 9 - RR for H&A - New Post Hearing Review Outcome and H&A - Update ADH Full Hearing Packet and H&A - User Friendly Improvements and H&A - TIERS Email Alerts and AES - Notification of Copay and H&A - TIERS Enhancements Phase II and H&A - TIERS Email Alerts	0%	Fri 4/5/19	
Team 10 - RR for PCG for OAG's Child Support System IT - Oracle 12c	0%	Fri 4/5/19	
Team 11 - RR for Develop Interface Files for OAG's Child Support System	0%	Fri 4/5/19	
Team 12 - IT - Java Upgrade	0%	Fri 4/5/19	
Team 13 - DLT Maintenance 1	0%	Fri 4/5/19	
Team 14 - DLT Maintenance 2	0%	Fri 4/5/19	
Team 17 - EST Maintenance	0%	Fri 4/5/19	
Team 18 - DataMart Maintenance	0%	Fri 4/5/19	
Team 19 - ATI Test Automation	0%	Fri 4/5/19	
Team 20 - CALMS	0%	Fri 4/5/19	
Team 21 - ASKiT Replacement	0%	Fri 4/5/19	
Team 22 - Training Support Tools Redevelopment	0%	Fri 4/5/19	
Team 28 - EWS Technical Enhancements	0%	Fri 4/5/19	
Team 29 - TLM Security Vulnerabilities Remediation	0%	Fri 4/5/19	
Team 34 - Kofax Efforts	0%	Fri 4/5/19	
Release Readiness	0%	Fri 4/5/19	
Deploy R104	0%	Sat 4/13/19	

5. Schedule of Expenditures

The report shall include a proposed schedule of expenditures for the TIERS project.

Type of Expenditure	FY2019 Schedule of Expenditures
Contracted Services	\$ 5,377,540
Hardware	\$ 9,748,304
Software	\$ 30,951,507
Total	\$ 46,077,351

6. Actual Expenditures

HHSC shall submit quarterly reports reflecting actual expenditures implementing the TIERS project.

6.1 New Development Expenditures

Project Item	Expenditures through 02/28/2019
Project Cost to Date (Fiscal)	\$2,011,846
Project Cost to Date (Total)	\$153,757,408

6.2 Operational Expenditures

Project Item	Expenditures through 02/28/2019
Project Cost to Date (Fiscal)	\$33,338,599
Project Cost to Date (Total)	\$301,257,263

7. Cost Savings

HHSC shall submit quarterly reports on cost savings for the TIERS project.

7.1 Strategies

In alignment with the State Strategic Plan for Information Resources Management published by the Department of Information Resources, the TIERS project team is strongly committed to maturing our information technology resource management principles and doing more with less by implementing strategies to maximize business value while reducing costs. HHSC has already fully implemented Agile development methodologies, reducing time to deployment and the need for expensive rework, while improving quality and value delivered to the business. The TIERS project is in the process of reducing dependency on staff augmentation contractors for operational workload by converting certain positions to state full time employees and eliminating other positions. TIERS is actively recruiting talent and bringing skill sets in-house by offering prospective employees the opportunity to work with new technologies while contributing to the worthy cause of helping Texans in need of health and social services. Additionally, the TIERS project leadership continues aggressively negotiating new contracts for information technology services and leveraging shared services, cooperative contracts, and state bulk purchasing for best pricing and terms where possible.

7.2 Estimated Savings

Cost Savings/Avoidance Effort	Q2 Savings
Elimination of Staff Augmentation Contract Positions	\$210,553
Conversion of Staff Augmentation Contract Positions to State Full Time Equivalent	\$282,188
Reduction in Rates Negotiated on New Contract	\$44,579
Reduction in Rates Negotiated on New Kofax Services Contract	\$9,152
Reduction in Scope of Application Support	\$475,584
Total	\$1,022,056

8. Governance

Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the Eighty-fifth Legislature, 2017.

Social Services Applications manages changes to TIERS and supporting technologies such as YourTexasBenefits.com, State Portal, Task List Manager, etc. The Information Technology governance process manages requested changes to all of the applications supported by Social Services Applications.

There are technically three major software releases each year but since the transition to an Agile software development cycle in 2016, software releases typically occur monthly depending on the contents of the given release charter.

To develop the release charter, business areas within HHSC, as well as external trading partners, submit strategic business roadmaps for system changes they need in both the upcoming fiscal year and the next release cycle. The submitting areas prioritize these roadmaps which then are combined and reprioritized based on capacity within each release cycle and the number of Agile sprints required for the requested initiatives. Prioritization of initiatives is based on the Agile “MoSCoW” method of must, should, could, and won’t; meaning the initiative is a must have, good to have, nice to have, or will not be done. The TIERS governance workgroup ultimately approves the final release charter.

Changes to the charter can be initiated by the Medical and Social Services (MSS) division, Social Services Application Information Technology, or both and those changes will be vetted by impacted parties before submission to the governance workgroup. The TIERS governance workgroup meets monthly to update the ongoing roadmap as well as to adjust the content or sprint schedule of the release that is currently in progress; the TIERS governance workgroup then approves the changes.

Critical additions to a release cycle set charter must meet the following criteria:

- Mandated by the federal government, state leadership, the HHS executive commissioner or all three entities to be implemented within the given release cycle;
- Failure to implement the initiative will result in clients not receiving accurate/timely benefits and there is no viable alternative process;
- The State of Texas, HHS or both will incur financial penalties if an initiative is not implemented; or
- Any other criteria defined and approved by the TIERS governance workgroup.