

Texas Integrated Eligibility
Redesign System
and Eligibility Supporting
Technologies

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

**As Required by Rider 165
Article II, HHSC, 2018-19
General Appropriations Act**

**Health and Human Services
Commission**

February 29, 2020



TEXAS
Health and Human
Services

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1. Overview

The Health and Human Services Commission (HHSC) is submitting this report regarding the Texas Integrated Eligibility Redesign System (TIERS) 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):

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.

2.1 Releases

Release 106

- Cycle 3 – Deployed on December 14, 2019
- Cycle 4 – Deployed on January 18, 2020

Release 107

- Cycle 1 – Discovery/User Story development completed on January 10, 2020; Demo completed February 14, 2020; Deployed on February 22, 2020.
- Cycle 2 – Discovery/User Story development completed on February 5, 2020; Demo scheduled to be completed March 20, 2020.

2.2 Release 106.0.0 and 106.1.0 Major Accomplishments

EBT Issuance Automation

Access and Eligibility workers now have access to centralized information on active Electronic Benefit Transfer (EBT) cards associated with Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) program benefits. The new page in Texas Integrated Eligibility Redesign System (TIERS) displays the Personal Account Number (PAN), card status, and card issuance date for each SNAP and TANF benefit on a case.

Minimum Essential Coverage (MEC) Internal Revenue Service (IRS) Tax Year 2019 Updates

Annual updates to TIERS and associated interfaces were implemented to facilitate the required transmittal of MEC IRS Tax Year 2019 data.

Auto-enrollment to Healthy Texas Women (HTW)

TIERS was modified to auto enroll women into HTW that meet both of the following criteria:

- Pregnant Women’s Medicaid Certification has ended
- Not eligible for TANF-Level Families Medicaid.

STAR+PLUS and Dental Plan Updates

As part of the Managed Care expansion initiative, TIERS was modified to process new STAR+PLUS and Dental Plans, including:

- Modifications to interface processes to send and receive the new plan codes,
- Modifications to TIERS Hearing and Appeals pages to display the new plan codes, and
- Modifications to set start dates for candidacy records and full implementation to March 1, 2020 and September 1, 2020 respectively.

National Provider Identifier (NPI) and Texas Provider Identifier (TPI)

TIERS Managed Care and Managed Care Expansion screens were modified to display the NPI number and the TPI number.

Fraud and Fair Hearings Enhancements

Fraud and Fair Hearings staff can now use information entered on the TIERS Appellant/Respondent page to populate the Appellant's Authorized Representative's contact information on Form H4800, Fair Hearing Request Summary.

3. Project Status

3.1 Release 106

Table 1 Release 106

Project Item	Report to Date	Baseline
Initial Planned Project Start and Finish Dates	07/25/2019 – 01/18/2020	07/25/2019
Last Reported Project Start and Finish Dates	07/25/2019 – 01/18/2020	07/25/2019
Current Estimated Project Start and Finish Dates	07/25/2019 – 01/18/2020	07/25/2019

Explanation of Variance between Last Reported and Current Start and Finish Dates

No variance in project dates.

Estimated Percentage of Project Complete

R106 – 100%

Description of Method Used to Track Progress

HP Project and Portfolio Management Centre; Microsoft Office Project

3.2 Release 107

Table 2 Release 107

Project Item	Report to Date	Baseline Date
Initial Planned Project Start and Finish Dates	12/16/2019 – 06/06/2020	12/16/2019
Last Reported Project Start and Finish	12/16/2019 – 06/06/2020	12/16/2019

Project Item	Report to Date	Baseline Date
Dates		
Current Estimated Project Start and Finish Dates	12/16/2019 – 06/06/2020	12/16/2019

Explanation of Variance between Last Reported and Current Start and Finish Dates

No variance in project dates.

Estimated Percentage of Project Complete

R107 – 46%

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 106 Cycle Set	07/25/2019	07/25/2019	01/18/2020	01/18/2020	100%
Release 107 Cycle Set	12/16/2019	12/16/2020	06/06/2020		46%

Event	Start Date	Target Finish	Actual Finish	% Complete
Eligibility & Enrollment Systems Modernization	Fri 6/15/12	Sat 1/18/20		98%
Release 106 Cycle Set	Thu 7/25/19	Fri 1/10/20	Fri 1/10/20	100%
Cycle 3 - R105.3	Thu 10/10/19	Fri 12/6/19	Fri 12/6/19	100%
Discovery	Thu 10/10/19	Wed 10/23/19	Wed 10/23/19	100%
Team 1 - AES - CBO Portal Enhancements	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 2 - RR Support	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 3 - AES - IRS MEC Tax Year 2019	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 4 - AES - EBT Issuance Automation - Adding National Provider Identifier	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 5 - MCS Update Plan Codes for STAR+PLUS and Dental Programs - MCS - VDP File Change	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 6 - MCS Update Plan Codes for STAR+PLUS and Dental Programs	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Team 7 - AES - Miscellaneous Expense Budgeting - Expense Budgeting Phase V + AES - Education Expense Budgeting - Expense Budgeting Phase VI - AES - Uncapped Shelter - Disqualified ABAWD - TIERS Waiver Phase Out (Backlog)	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 8 - AES - Budgeting and Entering Changes for Expenses (CPMs) - Phase II&III Backlog - FFH - TIERS Data Collection - User Friendly Improvements - FFH - TIERS Enhancements Phase VI	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 9 - MCS - Managed Care Modernization	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 10 - IT Modifications to make TIERS suite of applications browser agnostic	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 11 - LEAP Migration - LTSS Applications	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 12 - LEAP Migration - LTSS Applications	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 13 - DLT Maintenance 1	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 14 - DLT Maintenance 2	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 17 - EST Maintenance	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 18 - DataMart Maintenance	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 19 - ATI Test Automation	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 20 - CALMS	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 22 - Training Support Tools Redevelopment	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Team 23 - AES - Separation of Duties Second Level Review and Tiers Disposition Monitoring	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Team 34 - Kofax Efforts	Mon 11/11/19	Fri 12/6/19	Fri 12/6/19	100%
Cycle 4 - R106.0	Thu 11/14/19	Fri 1/10/20	Fri 1/10/20	100%
Discovery	Thu 11/14/19	Wed 11/27/19	Wed 11/27/19	100%
Team 1 - FFH - SB1207 External Medical Review TIERS Project	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 2 - FFH - SB1207 External Medical Review TIERS Project, AES - Student Eligibility when Enrolled in Higher Education PT (PSR), AES - Exclusions to non-fin rules from running on HTW EDGs in continuous certification	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 3 - AES - IRS MEC Tax Year 2019, - IT - SDX Household Address Updates for SNAP TOAs	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 4 - RR Support	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 5 - AES - YTB Mobile App Platform Upgrade, IT - SDX Name Validation Logic, AES - Add Incurred Medical Expense to TIERS Forms	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 6 - IT - Apply HHSC Retention Plan to TIERS Correspondence XMLs	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 7 - AES - Add Incurred Medical Expense to TIERS Forms	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Team 8 - AES - Add Incurred Medical Expense to TIERS Forms	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 9 - MCS - Managed Care Modernization	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 10 - RR Support - IT Modifications to make TIERS suite of applications browser agnostic - IE, IT Modifications to make TIERS suite of applications browser agnostic	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 11 - LEAP Migration - LTSS Applications	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 12 - LEAP Migration - LTSS Applications	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 13 - DLT Maintenance 1	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 14 - DLT Maintenance 2	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 17 - EST Maintenance	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 18 - DataMart Maintenance	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 19 - ATI Test Automation	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 20 - CALMS	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 22 - Training Support Tools Redevelopment	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Team 34 - Kofax Efforts	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Release Readiness	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%
Release 107 Cycle Set	Mon 12/16/19	Sat 6/6/20		46%
Cycle 1 - R106.1	Mon 12/16/19	Fri 2/14/20	Fri 2/14/20	100%
Discovery	Mon 12/16/19	Fri 1/10/20	Fri 1/10/20	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Team 1 - AES - MA-Pregnant Women and CHIP-P Certify Females Only, AES - Disability Insurance Paid by Employer, AES - Earned Income of a Student - Middle School and Home Schooled	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 2 - MCS - THSteps Check-Up Dates for Medical Encounter Claims-Testing, FFH - TIERS TG-47-OD Report: Continued Benefits Flag, FFH - History Correspondence: Display Correspondence ID, MCS - Send Error 23 for Z Transactions When Client is NOT, Voluntary	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 3 - CADS - TWC/HHSC ABAWD Reconciliation, IT - Improve Medicare Claim Data in TIERS, IT - Optimization of SMIB Job	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 4 - AES - Refactor Relationships Grid, AES - Budgeting and Expenses Newborn Backlog, IT - ASK IT Replacement	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 5 - MCS - Managed Care Expansion - Update STAR, CHIP, Plan Codes, MCS - Create EMR Outcome Alert to TMHP	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 6 - AES - 2008 Farm Bill - Exempt Funeral Arrangement Resources, AES - ABAWD Merge Separate, AES - ABAWD TWC VA Check Box on H1822, AES - Update Pending Rules for Forms 1836A & 1836B	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Team 7 - AES - New Process for HTW Clients 18 and Older who Leave Household AES - HTW not Adjunctively Eligible with CHIP only	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 8 - RR Support	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 9 - Managed Care Modernization	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 10 - TIERS modifications to remove Adobe Flex - INQ	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 11 - TIERS modifications to remove Adobe Flex - DC, - RR- LEAP Migration - LTSS Citizen Portal to YTB	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 12 - TIERS modifications to remove Adobe Flex - DC	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 13 - DLT Maintenance 1	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 14 - DLT Maintenance 2	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 17 - EST Maintenance	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 18 - DataMart Maintenance	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 19 - ATI Test Automation	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 20 - CALMS	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 21 - ASK IT Replacement	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 22 - Training Support Tools Redevelopment	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 27 - AES - Populate Best Phone Number in TLM Task	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Team 34 - Kofax Efforts	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%
Release Readiness	Mon 1/20/20	Fri 2/14/20	Fri 2/14/20	100%

Event	Start Date	Target Finish	Actual Finish	% Complete
Cycle 2 - R106.2	Thu 1/23/20	Fri 3/20/20		2%
Discovery	Thu 1/23/20	Wed 2/5/20	Wed 2/5/20	100%
Release Deployment				
R105.3	Sat 12/14/19	Sat 12/14/19	Sat 12/14/19	100%
R106.0	Sat 01/18/20	Sat 01/18/20	Sat 01/18/20	100%
R106.1	Sat 02/22/20	Sat 02/22/20	Sat 02/22/20	100%

5. Schedule of Expenditures

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

Type of Expenditure	FY 2020 Schedule of Expenditures
Contracted Services	\$6,417,026
Hardware	\$15,152,371
Software	\$32,015,155
Total	\$53,584,552

6. Actual Expenditures

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

6.1 New Development Expenditures

Project Item	Expenditures through 02/29/2020
Project Cost to Date (Fiscal)	\$3,342,936
Project Cost to Date (Total)	\$160,545,925

6.2 Operational Expenditures

Project Item	Expenditures through 02/29/2020
Project Cost to Date (Fiscal)	\$29,584,339
Project Cost to Date (Total)	\$337,114,454

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 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, which reduce the time to deployment and the need for expensive rework while improving quality and value delivered.

TIERS is actively recruiting talent by offering prospective employees the opportunity to work with new technologies while contributing to health and human services. Additionally, TIERS project leadership continues to aggressively negotiate new contracts for information technology services, and leverage shared services, cooperative contracts, and bulk purchasing for best terms where possible.

7.2 Estimated Savings

Cost Savings/Avoidance Effort	Q2 Savings
Elimination of Staff Augmentation Contract Positions	\$210,553
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	\$739,868

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

Since the transition to Agile software development in 2016, software releases typically occur monthly.

To develop the release charter, business areas within HHSC as well as external trading partners submit their strategic business roadmaps for system changes in both the fiscal year and the next release cycle. Areas prioritize these roadmaps, which then are combined and reprioritized based on capacity within each release cycle and the number of Agile sprints required.

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 approves the final release charter.

Changes to the charter can be requested by the Medical and Social Services (MSS) division and Social Services Applications section of Information Technology and are vetted by systems that would be impacted before their submission to the governance workgroup. The TIERS governance workgroup meets monthly to update the roadmap and adjust the content or sprint schedule of the release in progress.

Additions to the release charter must:

- Be mandated by the federal government, state leadership, or the HHS Executive Commissioner;
- Result in clients not receiving accurate/timely benefits if they are not implemented;
- Result in financial penalties to the state or HHSC if they not implemented; or
- Meet other criteria approved by the TIERS governance workgroup.