NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Division of Medicaid and Long-Term Care

MMIS Replacement Planning Report

February 15, 2021

LB 657 (2015)

Helping People Live Better Lives

February 15, 2021

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

In accordance with LB 657 of 2015, please find the attached quarterly report on Medicaid management information system (MMIS) replacement planning.

Please contact my office with any questions at Kevin.Bagley@Nebraska.gov.

Sincerely,

Kevin Bagley, Director
Division of Medicaid and Long-Term Care
Department of Health and Human Services

Attachment

Project Status Summary by Component

Data Management and Analytics (DMA)

This quarter, the following deliverables are pending final approval:
- Defect Release Notes, which contains notes outlining the system changes made to correct defects.
- System Readiness Test Results, which documents results of system readiness testing.
- Operational Readiness Report, which captures the operational readiness tasks and their associated status.

The following milestones have been successfully met:
- After successful conclusion of the HealthInteractive (HIA) soft launch, formal go-live occurred on November 2, 2020. HIA is now being used as the system of record for encounters.
- Completion of customization for the Healthy Blue managed care health plan to begin serving Nebraskans in January 2021.

Operations activities commenced as of the November go-live. Regular communications advise HIA users of data refreshes, system outages, and issue resolution updates.

Per CMS recommendation and guidance, the State has agreed to adopt the SMC[1] approach for the final "R3"[2] review event.

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[1] Streamlined Modular Certification
[2] This is the final certification review CMS conducts. It uses a different data source to show the system works the same way as it did in previous reviews.

Electronic Visit Verification (EVV)

EVV Project Milestones:	Target Completion
Design / Development / Implementation	Active – December 2020
User Acceptance Testing	July 30 – November 5, 2020
Provider Training	September 8 - Ongoing
R2 Certification	October 8, 2020
Provider Registration	November 29 - Ongoing
Go Live – Early Adopters	December 13, 2020
Go Live – Everyone	January 3, 2021

This quarter, the EVV project finished development phase around November 5, 2020 and moved into the implementation phase. During this quarter, DHHS and 4Tellus successfully completed User Acceptance Testing (UAT), and resolved remaining defects found during UAT. DHHS then began preparing for provider registration and early adopter go live.

Provider registration began on November 29, 2020 for early adopters. DHHS was expecting around 50 providers to register and resulted in over 200 registering. Registration has continued throughout the month of December and continues until all providers are registered. At the end of this quarter, DHHS had 1,974 providers registered. Official early adopter go live started December 13, 2020 with the first electronic billing claims submitted for payment on December 22. Remaining providers went live January 3, 2021.

Training for the providers began September 8, 2020 and has continued throughout implementation. Training is provided by 4Tellus and cover four areas; mobile application, claims console, admin portal and Nebraska independent providers. The weekly trainings are both live and recorded. DHHS is offering training mentors to any stakeholders that are unable to take training or are struggling with using the portal after participating in training.

Communication to the stakeholders about training and registration occurs frequently. DHHS uses email, postcards and letters, website updates, Facebook, Twitter and even calling providers directly to ensure they are aware of the changes. DHHS' goal is to reduce or eliminate any possible service or payment disruptions for our providers.

With EVV live, DHHS remains focused on registering providers, ensuring they can use EVV, through support and training on the EVV solution. Nebraska's EVV solution should be fully online by February 2021.