



# Utah PRISM Project Cloud Discussion

## PRISM Project Overview



- Current claims payment system, Medicaid Management Information Systems (MMIS), is 35+ years old
  - Aging technology and infrastructure
- In 2012 - Request for Proposal (RFP) to replace system
  - CNSI was awarded the contract
  - Would transfer solution from State of Washington
  - Would provide operations and maintenance for two years
  - After two years, operations and maintenance would move to DTS
- New system called PRISM – Provider Reimbursement and Information System for Medicaid
- Project kicked off in March 2013

- **Design, Development, and Implementation - 2013-2019**
  - Release 1 (New Medicaid Website and Eligibility Lookup Tool) - March 2014
  - Release 2 (HealthBeat) - August 2014
  - Release 3 (Provider Portal and Enrollment, eMIPP™, Provider Credentialing Service) - July 2016
  - Release 4 (Remaining MMIS) - December 2019
- **Certification – 2020**
- **Knowledge Transfer to DTS Staff – 2021**

- New federal implementation and requirements that must be met to receive enhanced Federal funding for MMIS systems
  - Modularity, MITA , Industry Standards, Leverage, Business Results, Reporting, Interoperability
- Michigan, Illinois, and CNSI partnership
  - Building a Cloud Solution that better meets standards and conditions
  - Based on CNSI solution implemented in Michigan in 2010 and certified in 2011
- Status of Michigan/CNSI Cloud
  - Provider Enrollment module has been implemented
  - Remaining solution is in testing with a planned go-live at the end of 2017
- CNSI has proposed adding Utah to the Cloud solution as a way to satisfy requirements for a new system

# Who is CNSI?



- 23 year old business transformation firm based in Rockville, MD with 1100 professionals across the United States
- State Medicaid systems delivery market since 1998
- Successfully Implemented mission critical healthcare systems for the states of ME, WA, MI, IL, GA, NH and with Federal CMS/Medicare
- Proven History of Innovation and delivery:
  - Implemented the country's first fully web-based Medicaid solution in 2005
  - Implemented the country's first cloud based Medicaid solution in 2015
- CNSI currently has 25 FTEs based in Salt Lake City, UT

# Why the Medicaid Cloud?



- Federal and state governments maintaining 53 different "siloes" Medicaid systems is simply not a sustainable model
- Medicare Part A & B already processes claims in 12 regions across the United States: Shared services model is not a new in government
- The Michigan/Illinois Cloud is a certified PROVEN and LOW RISK solution fully supported by Federal CMS
  - Solution has been "live" and "stable" since July 2015
- State collaboration and shared services equals cost savings:
  - Shared infrastructure-States only pay for their "foot print"
  - Future Federal mandates: Instead of being solely financially for future federal mandates changes to your system, the cost is shared equally amongst state cloud participants

# Cloud Data Center & Security



- Switch Supernap Complex in Grand Rapids, MI
  - Only service provider in the WORLD that has received uptime “Tier IV Gold” certifications for all its data centers
  - \$5 Billion/1.8 million square feet Facility



- Federal Information Processing Standard (FIPS) certified network, storage and compute components
  - Encrypted Storage and Backup FIPS 140-2 Compliant
  - Encrypted dark fiber network FIPS 140-2 Compliant
- 24x7 Network and Security Operations Center (NOC/SOC) Monitoring
- Annual penetration testing conducted by Cyber Defense Technology
- Annual security assessments conducted by Coalfire

# HealthBeat



- Provides a comprehensive view of the MMIS enterprise
- Real-time system performance and insight into business operations
- Customized alerts based on configurable thresholds for all business metrics



- June 2016 – The Department of Health requested that its independent project oversight contractor, Cognosante, evaluate the proposed Cloud solution. The analysis was completed in October 2016.
  - The **Cost Benefit Analysis** analyzed current forecasted project and operational costs if the PRISM project continues down the current path versus the forecasted project and operational costs if Utah decides to shift to the Cloud-based solution.
  - The **Solutions Analysis** analyzed the anticipated functional, technical and operational features of the current approach versus the CNSI Cloud solution and included an analysis of whether business process changes will require Organizational Change Management (OCM) activities.

## Options Reviewed

- **Option 1A:** Maintain the current plan forward for the PRISM Solution - No Changes, DTS performs operations and maintenance at the State of Utah data center.
- **Option 1B:** Maintain the current plan forward for the PRISM Solution - Starting as shared CNSI and DTS operations and maintenance at the State of Utah data center and transitioning to full DTS.
- **Option 2A:** Move to the CNSI Cloud Solution (Michigan Data Center) - CNSI performs operations and maintenance at the Michigan data center.
- **Option 2B:** Move to the CNSI Cloud Solution (Utah Private Data Center) - CNSI performs operations and maintenance at a private Utah data center.

# Cost Benefit Analysis



## Totals by Funding Source

	Option Totals - 2016 - 2026 Cost Projections		
	Totals	Federal Share	State Share
1A - PRISM No Changes	\$255,468,361	\$198,308,325	\$57,160,035
1B - PRISM Additional CNSI Maintenance	\$243,656,093	\$189,449,124	\$54,206,968
2A - Cloud with CNSI MI Data Center	\$155,902,145	\$122,183,130	\$33,719,015
2B - Cloud with CNSI UT Data Center	\$229,460,852	\$182,737,692	\$46,723,160

## Totals by Cost Category

Category	Option Totals - 2016 - 2026			
	PRISM		Cloud	
	1A	1B	2A	2B
<b>Vendors</b>				
DDI Contractor (CNSI)	\$49,235,054	\$71,975,818	\$109,015,504	\$182,574,212
IV&V Vendor (Cognosante)	\$5,568,500	\$5,568,500	\$5,238,500	\$5,238,500
Other Vendors	\$4,733,238	\$4,733,238	\$4,733,238	\$4,733,238
<b>Hardware / Software (State)</b>	\$59,626,104	\$59,626,104	\$698,026	\$698,026
<b>Salaries, Wages, Employee Benefits (State)</b>	\$134,561,904	\$100,008,872	\$34,473,317	\$34,473,317
<b>Other (Travel, Equipment / Supplies, Facilities)</b>	\$1,743,560	\$1,743,560	\$1,743,560	\$1,743,560
<b>Totals</b>	\$255,468,361	\$243,656,093	\$155,902,145	\$229,460,852
<b>Federal Share</b>	\$198,308,325	\$189,449,124	\$122,183,130	\$182,737,692
<b>State Share</b>	\$57,160,035	\$54,206,968	\$33,719,015	\$46,723,160

# Solutions Analysis



Functional Assessment (PRISM vs. Cloud)			
Business Area	PRISM Design	Cloud Design	Cloud Design Leveraging PRISM Design
Claims	100%	77%	87%
Managed Care	100%	72%	93%
Member Eligibility	100%	85%	89%
Prior Authorization	100%	64%	93%
Architecture	100%	80%	80%
Reference & Rates	100%	93%	93%
Third Party Liability	100%	76%	96%
<b>Average Total</b>	<b>100%</b>	<b>78.1%</b>	<b>90.11%</b>

- A demo of the CNSI Cloud version of Provider Enrollment was presented to DMHF staff
- The CBASA was presented and reviewed by DMHF Senior Management
- Bureau Directors visited the State of Michigan to see their system, business processes, mail and print operations, and data centers
- The CBASA was presented to Sub-Cabinet which includes other State Agencies
- Senior management from DOH and DTS visited the State of Michigan and met with their staff to discuss the Cloud and tour the data center
- Other meetings were held with GOMB, State Agencies, CMS, Legislators, and the State of Michigan

## Questions and Answers

# Questions?