

Recap of the November 12, 2010 HIT Policy Committee's Enrollment HIT Workgroup Public Hearing: Co-Chair Sam Karp's Summary Comments

MORNING SESSION: THE VENDORS

The morning session included testimony and responses from five enrollment IT vendors. A synthesis of the conversation and presentations from the vendors included the following points:

- **Families Are More Engaged:** Families and individuals using online enrollment systems are often more engaged and more likely to keep their information current. This is consistent with what we have seen when consumers have access to their clinical health information and providers; they are more engaged in their care.
- **Integration is Critical:** The importance of full integration of data into the business process is a recurring theme and remains critically important. There are a variety of ways to accomplish this including ideas raised by workgroup members (e.g. comments on opening up back-end APIs.)
- **Importance of Consumer Focus:** This will continue to be central to the Workgroup's efforts.
- **Importance of Executive Leadership:** Strong leadership on the ground in the states or in counties is needed to make this possible.
- **Role of Community Based Organizations:** CBOs are and will continue to play a critical role in assisting consumers with the enrollment process; they will need to tools to do this job better.
- **Heavy Lifting is Needed on the Policy Side:** Policy change to permit simplicity and streamlining is often more vexing than systems change, yet it is critical to making the processes seamless and consumer friendly.
- **Horizontal Integration is the Ultimate Goal:** Horizontal organization and implementation (with programs like Food Stamps and EITC) is the goal, but we are focused on the timeframe of getting this done and so success with vertical integration (Medicaid, CHIP, Subsidies, Exchange) is a critical first component.
- **Dealing with Legacy Systems is a Key Challenge:** States need to decide what to do with legacy assets. Can we build fast enough on the legacy assets or do we need to build independently as states adopt Exchanges? Nobody wants to rip and replace, but we must get there on time. Need to carefully consider the value of open APIs.
- **Simplify, Simplify, Simplify:** Automating the current complicated rules will yield complicated systems. We've got to simplify the rules, simplify the verification process.

AFTERNOON SESSION: THE STATES

Four states, Kansas, Arizona, Illinois and California shared perspectives on systems readiness for 2014. They described what is out there now in terms of systems, what are the challenges, and how big is the gap? Below is a recap of this conversation:

- **Four States, Four Approaches:** the four states that presented are struggling with readiness and are taking very different approaches:

- Kansas is in a unique situation being a Medicaid only agency, planning to build a new system that meets exchange requirements.
 - Arizona is building on an existing system because they think they can make that work.
 - Illinois is saying, if somebody has got a great idea, we're happy to adopt it.
 - California being one of the most complex environments, is saying we're not sure what to do. It's complex, and we haven't quite figured it out.
- **Technology is Only One of the Challenges:** It's not just about the right technology solution, there are state administration transitions underway in many states, labor issues and other issues that compound the challenges.
 - **Great Value in Online Consumer Tools:** State panelists reinforced the value of consumers' use of online tools (a theme repeated throughout the day.)
 - **States and Vendors Support NIEM Standard:** Across the board support for standards and support for NIEM, one of the Enrollment Workgroup recommendations.
 - **CBO Role Underscored:** Participants highlighted the importance of working with community-based organizations and the role that CBOs can play, not just in assisting families, but taking some of the burden off of state government.
 - **Role of Third Party Applications:** Third party applications can play a valuable and needed role in delivering data directly to the Medicaid and other agencies.
 - **Tradeoffs of Horizontal vs. Vertical Integration:** There is a desire to do horizontal, but the challenges in doing it, particularly in the timeframe that we have to do it, particularly across multiple agencies, are very real.