

Enrollment Workgroup

November 10, 2010

9:00 a.m. to 4:15 p.m./Eastern Time
Marriott Wardman Park – Washington, DC

Instructions and Questions for Panelists

Background

Testimony from this hearing will help the Enrollment Workgroup formulate recommendations to the HIT Policy Committee and the National Coordinator on implementing the initial Affordable Care Act (ACA), Section 1561 Standards for Health and Human Services Programs. Leading vendors, as well as several small businesses and independent innovators, have been invited to discuss the opportunities and challenges relating to that implementation. If you have questions, please contact Kristen Ratcliff, Kristen.ratcliff@hhs.gov Aneesh Chopra, Chief Technology Officer, Executive Branch, and Sam Karp, California Health Care Foundation, chair and co-chair the Enrollment Workgroup, respectively.

Format of Presentation:

The Workgroup respectfully requests that panelists limit their prepared remarks to **seven (7) minutes**. This will allow the Workgroup to ask questions of the panelists and allow every presenter time to present his or her remarks. We have found that this creates a conversation for a full understanding of the issue. You may submit as much detailed written testimony as you would like (on whichever topic for panels you wish, other than what you are presenting), and the Workgroup members will have reviewed this material in detail before the hearing. PowerPoints are not necessary.

Pre-Presentation Questions/Themes:

The questions below represent areas the Workgroup intends to explore at the hearing. Please feel free to use them in preparing your oral and written testimony; the Workgroup recognizes that certain questions may not apply to all presenters. There are questions related to background information, and questions relevant to the particular panels. [NOTE: State panelists' questions are forthcoming.]

The Workgroup respectfully requests panelists to provide written testimony by **November 8, 2010**. Please submit the testimony to Kristen Ratcliff and Judy Sparrow at Kristen.ratcliff@hhs.gov and Judy.sparrow@hhs.gov

Presenter Biography

In addition, the Workgroup requests that all presenters provide a short bio for inclusion in the meeting materials. Please send your short bios to Judy Sparrow, judy.sparrow@hhs.gov

THEMES/QUESTIONS

Background (for all panelists)

- In what state(s) do you currently operate enrollment systems for Medicaid and/or CHIP programs.
 - For what other programs do these systems also enroll individuals and families?
 - Please briefly describe the high-level current architecture of the system(s).
 - When was the system(s) procured and when did it become operational?
 - What was the initial total cost of the system implementation, over how many years; what are the total annual maintenance costs?

- Do you provide for online enrollment?
 - If so, does the application contain error checks and/or business logic, or require applicants to complete all required questions before applications can be submitted?
 - How is paper documentation handled?
 - What percent of applicants apply online? What is the application completion percentage for these applications?

1. Core Data Elements

- Do your systems currently use any specific data standards-based approach to collect and share data with other State programs and/or agencies?
 - If so, what advantages and disadvantages have you found to this approach?

- What would it take to integrate the NIEM guidelines into your data collection and data transmission approach?

2. Verification Interfaces

- Does your system currently use a real time, Web services approach to obtain verifications from Federal and/or State data sources?
 - If so, what are the benefits?
 - If not, why not? What would it take to do so? Have you ever encountered a situation where a Web service would not be the preferred approach?
- Recommendation 2.2 recommends development of a reference software model for obtaining verification from Federal agencies and other State and National data sources.
 - How difficult would it be to connect your system to such a reference software model? What challenges would you encounter?
 - Would this be a preferred approach or would it be simpler to obtain verifications using existing methods?

3. Business Rules

- Do you currently express business rules outside of transaction systems?
 - What standard do you use for consistently expressing rules?
 - If so, what benefits have you seen from doing so? What challenges did you encounter?
 - If not, what (if any) challenges has this presented? What strategies do your systems currently employ to ensure the capacity and flexibility to change and/or modify rules as needed?
- How could eligibility determinations made from these business rules be presented to consumers in a more clear, concise and unambiguous manner?
- What challenges/opportunities are presented by the idea of a business rules repository as expressed in Recommendation 3.2?

- Is additional standardization of business rules necessary to make this a valuable resource?
- What strategies would you suggest for contributing to and/or maintaining such a resource?

4. Transmission of Enrollment Information

- Does your system currently use existing HIPAA standards to transmit eligibility and enrollment information to other entities?
- Do your systems incorporate any additional level of specificity, for example, use of CAQH CORE or other operating rules, to ensure consistent interpretation of information contained in the HIPAA standards?

5. Privacy and Security

- How, if at all, does the consumer interact with your system?
 - How difficult would it be to modify your system to offer consumer access to and control over eligibility and enrollment information?
- What functions/standards do your systems currently contain, if any, to track and monitor third party access? Do your systems currently have the ability to grant separate authentication and/or login for third parties; track third party access and activity in immutable audit logs; and/or provide tools for the applicant to designate and/or revoke or time-limit third party access?
 - If not, why not? Do you have plans to incorporate these functions in your systems in the future? How difficult would it be to do so?
- What safeguard systems do your systems currently include?
 - Do you currently encrypt data in motion? If not, why not? What are the challenges in doing so?
 - Do your systems currently have the capacity to generate and publish audit logs? If not, why not? What are the challenges in incorporating this function?
 - Do you have access control functions? If not, what are the challenges

to incorporating this?

- Do your systems incorporate automatic log off functionality? If not, what are the challenges to incorporating this?
- Do your systems currently include any standards for ID assurance? If so, at what level? What are the challenges associated with this?