EIS-R Project Overview

1. **What is the EIS-R Project?**

   The scope of the EIS-R Project consists of three primary components.

   - The technical services vendor is a key component of the project and Deloitte Consulting LLC was selected as the vendor. Deloitte will be the systems integrator for the replacement EIS.
   - Deloitte's responsibilities include providing the final software product, conducting training, and performing the actual implementation of the new system.
   - A Quality Assurance (QA) vendor, Qualis Health has been hired. The QA vendor will perform an independent assessment of each deliverable provided by the technical services vendor. The QA vendor will work under the direction of the EIS-R Project Staff.

2. **What is MAGI?**

   It is an acronym for Modified Adjusted Gross Income. The Affordable Care Act (ACA) requires Medicaid, CHIP and tax-subsidized exchange coverage to use Modified Adjusted Gross Income (MAGI) to determine eligibility for most individuals.

3. **What is ARIES?**

   The name of the replacement EIS system: Alaska's Resource for Integrated Eligibility Services (ARIES).

Key Benefits

1. **Why do we have to do the implementation?**

   To meet the federally-mandated Medicaid Eligibility determination functionality that must be operational by October 1, 2013. This is part of the Affordable Health Care Act (ACA).

2. **What are the benefits of the EIS-R Project?**

   - Replace our 30 year legacy system (EIS) with new technology that better meets our business and provide improved customer service
   - Meet federal mandates
   - Integrate system functionality
   - Increase access to on-line applications which will be expanded in Release 2
   - Interface with the Federal Facilitated Marketplace (FFM), Master Client Index (MCI) and the Medicaid Management Information System (MMIS)

System Scope

1. What is scope of the EIS-R Project?

Release 1a Scope: Contain the federally mandated Medicaid eligibility determination functionality and operational by October 1, 2013. Functionality in the new system includes:
- Customers can apply for MAGI Medicaid via the Self Service Portal
- DPA can process MAGI Medicaid via ARIES Worker Portal
- EIS continues to support all other programs

Release 2 Scope: Incorporate all DPA Programs to include Child Care, Heating Assistance and Senior Benefits. Functionality in the new system includes:
- Scheduling System
- Elimination of paper through Electronic Files
- Screen for potential eligibility and allow customers to check their eligible benefits via the Self Service Portal

2. Who is on the project (State staff, consultants, partners, etc.)?

EIS-R Program Office Staff
- Responsible for project management and vendor oversight

EIS-R Project Team Member (includes Department, Division, and Field Staff)
- Business users responsible for assisting with the project planning, development, and implementation.

Deloitte Project Team
- Providing final software product, training, and implementation of the new system
- Deloitte participates in regular meetings with Project Staff

Qualis Project Team
- Provide Quality Assurance services - independent assessment and work under the direction of the Project Staff
- Qualis participates in regular meetings with Project Staff

ARIES Coordination Team (members include Regional Managers, Staff Development &Training (SD&T) Manager, Policy Chief, Program Integrity and Analysis Chief, Chief of Field Services, System Operations Manger, Field Services Manager, a member of the EIS-R Program Office, and Qualis). The ARIES Coordination Team is a sub-team of the EIS-R Project Team. This team is focused on addressing specific project tasks that include:

- Research and closure of project action items assigned to them
- Formulating recommendations on unique project issues and decisions
- Development and implementation of business/workflow processes
- Serving as a focal point for two-way communication with the ARIES Leads

ARIES Leads (members include Field Staff from all regions, System Operations, and SD&T)

- Members are responsible for assisting in the flow of communication about the project between their local offices and the ARIES Coordination Team
- Soliciting input, ideas, and suggestions from local offices for statewide business/workflow processes regarding ARIES and MAGI
- Identify and communicate business/workflow, system, or training gaps

3. How is eligibility determined, working in EIS and ARIES?
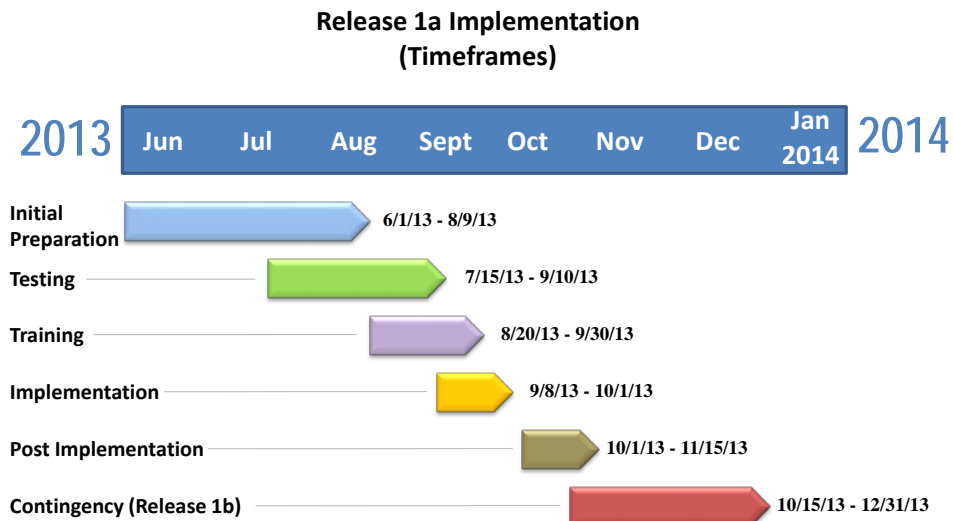
October 2013 through June 2015 MAGI Medicaid eligibility will be determined in ARIES and other program eligibility will be determined in EIS or their current system.

Timeline and Deployment Plan

1. What is the timeline and deployment plan for the components of the EIS-R Project?

ARIES will be deployed state wide. System testing will take place in August, followed by training in September, and implementation of Release 1a by October 1, 2013.

Below is a graphic of Release 1a timeline.

Release 1a Implementation
(Timeframes)

2013	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan 2014	2014

Initial Preparation — 6/1/13 - 8/9/13

Testing — 7/15/13 - 9/10/13

Training — 8/20/13 - 9/30/13

Implementation — 9/8/13 - 10/1/13

Post Implementation — 10/1/13 - 11/15/13

Contingency (Release 1b) — 10/15/13 - 12/31/13

2. Why do we have different timelines and two phases (Release 1a and Release 2)?

- **October 1, 2013** – ACA requires a streamlined application to include on-line applications for clients to apply. We will begin to determine eligibility for these applications with a benefit start date of January 1, 2014

- **July 2015** – Release 2 will contain the remainder of the replacement EIS

3. **How long do we have to work in two systems?**

   October 1, 2013 through June 30, 2015

Business Changes

1. **What will be done to ensure our LEAN business process will not be impacted during the transition to ARIES?**

   The ARIES Coordination Team has been established to work closely with the ARIES Leads to identify and work though potential impacts.

2. **How will this implementation change my customer service?**

   In addition to paper applications, implementation will offer the opportunity for clients to apply over the phone, through a self service portal, and through the FFM place. Customer service will not be negatively impacted. We will continue our focus of first contact resolution and providing exceptional customer service.

3. **Will ARIES change the way clients receive benefits?**

   Benefits will no longer be issued as coupons. Each client will receive a Medicaid card.

4. **What steps are being taken to ensure that our client's information is secure?**

   All required security measures will be in place with the ARIES system. Online applications will be accessed through an individual MyAlaska account.

5. **Will my workload increase or decrease with this implementation?**

   During initial training and implementation, processing may be slower as we learn the new ARIES system. Additionally, EIS and ARIES will not be integrated. Staff will need to complete data entry in both systems, which will take longer. Our workload may be impacted as additional individuals may apply for Medicaid as more information becomes available regarding ACA. However, we believe the new system will create efficiencies that may help better manage our workload.

   - ARIES is intuitive and leads you through necessary eligibility screens featuring drop down menus.

   - We will continue to work within our LEAN process management model. During the timeframe of working in dual systems, this will ensure the least impact possible to daily operations.

Contacts and Support

1. **Where could I find more information or ask questions?**

   DPA Web will include additional information and updates as well as a section for FAQs. ARIES Leads can also answer questions or bring your questions forward to the EIS-R Project Team (via their weekly conference calls with the ARIES Coordination Team).