

# Minnesota Eligibility Technology System Executive Steering Committee Meeting Minutes

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## Details

- September 27, 2016
- 10 a.m.-12 p.m.
- Room 1100, Minnesota Senate Building, 95 University Ave. W., St. Paul, MN 55155

## Participants

### Voting Members

- Katie Burns, MNSure - present
- Janet Goligowski, Stearns County - present
- Deb Huskins, Hennepin County - present
- Chuck Johnson, DHS - present
- Nathan Moracco, DHS - not present
- Allison O'Toole, MNSure - present

### Non-Voting Members

- Jesse Oman, MN.IT - present
- Scott Peterson, MN.IT - present

### Guests

- Greg Poehling, MN.IT
- Chris Buse, MN.IT
- Marie Harmon, MNSure

## Agenda Items

### Call to Order & Welcome

*Scott Peterson, MN.IT*

Scott Peterson, ESC Co-Chair, called the meeting to order at 10:01 a.m. and reviewed that statute called for ESC co-chairs - one from MN.IT and one from DHS. The commissioners of each agency had designated Chuck Johnson from DHS and Scott Peterson from MN.IT, who will alternate chairing ESC meetings.

Scott noted that Nathan Moracco was absent.

Members introduced themselves.

### Administrative Items

*Scott Peterson, MN.IT*

Scott reviewed that the ESC will meet monthly, generally on the fourth Tuesday of each month, from 10 a.m.-12 p.m. The committee had made adjustments for holidays. Future meetings were set for October 25, November 15, and December 20.

Scott also noted that the ESC was an advisory body. The ESC advises the respective decision-makers for the agencies represented on the ESC: the DHS commissioner, MN.IT commissioner, and the MNSure Board. Any actions the ESC takes are recommendations to those decision-makers.

Scott noted that the committee's purview was over the governance of METS-related IT development work and projects to improve the METS system. Members of the public should expect a focus on updates and issues related to the METS IT system.

**MOTION:** Katie Burns moved to approve the [August 23 meeting minutes](#). Janet Goligowski seconded. All voting members present voted in favor and the motion was approved.

### **METS IT Program Status Update**

*Greg Poehling, Director of Program Management Division, MN.IT Services @ DHS/MNSure*

Greg Poehling of MN.IT presented the [Executive Steering Committee \(ESC\) Update](#).

Greg gave a rundown of the *summer 2 release*, which focused on renewals functionality and enhanced and refined notices, and was released into production on September 9, 2016.

Additionally, Greg reported on the upcoming *fall release*, and noted it had been moved to the weekend of October 14 to allow for additional testing. Furthermore, Greg advised that the fall release was an upgrade to the eligibility portal of METS and would contain new functionality, defect fixes, and enhancements.

Before introducing specifics of the fall release, Greg reminded everyone that the front end application of METS was a commercial off-the-shelf (COTS) product known as Cúram. Greg explained that other jurisdictions also use this product, and MN.IT tries to use as much functionality "out of the box" as possible, though there was customization where business requirements and laws require it.

Greg presented on new functionality and defect fixes and enhancements planned for the fall release.

Janet asked for further explanation of the Cúram upgrade scheduled for the fall release. Scott advised that it was important for METS to stay up to date with upgrades to the "out of the box" platform of the product, as much of the METS customization had been incorporated into the core product, along with supplying other updates and upgrades. Scott also stated that MN.IT had frequent communications with other states using the product. He noted constant testing and daily reporting helped catch discrepancies and defects that would be fixed and improved upon in the upgraded version of the product.

Greg reviewed *future release scheduled work scope*, starting with staggered renewals, which would deploy in spring 2017 and implement 12 month eligibility periods. Additionally, Greg advised that the functionality of reinstatement (the ability to reopen a case) was currently in review to determine what could be operational by the start of 2017, but did not have a current scope for winter release. Greg also noted that the assister portal was released to all brokers and navigators and moving forward, enhancements were planned for the winter release. Furthermore, Greg said that there would be functionality placed into production for Unique Person ID, which would reduce the creation of multiple and duplicate cases in METS. Greg also noted that updates to notices would better the consumer experience and were planned for the winter release. Lastly, PRISM interface issues and defects would be addressed in upcoming releases.

Greg then started discussion of *future off-cycle release work*. MN.IT was running 1095 trials in advance of release and was currently on target to submit all notices on schedule, with notices reaching consumers by the end of January. Additionally, Greg stated that the objective of passive renewals was to develop an automated process for placing QHP enrollees into a plan for the next year and eliminate current manual processes. This functionality was slated for an October 15 deploy. Greg reviewed upcoming updates to 834, ESOR, and the Business Transaction Report. Furthermore, Greg stated that the Maxis to METS migration would begin in October 2016, with monthly iterations until September 2017. Functionality and improvements to MinnesotaCare Premiums and the METS/MMIS interface were also planned for off-cycle releases.

Greg then reviewed the *2016 release roadmap*, explaining that MN.IT was working toward a quarterly release schedule in 2016, which included 5 releases. Three of the releases had been completed, with two releases still planned. Greg reiterated that the fall release was now scheduled to deploy into production the weekend of October 14 and the winter release was currently planned for the weekend of December 17. Greg also noted that MN.IT formed a project team to look at FTI issues, focusing on scope. This project would have implications for future renewal and periodic data match development work.

Allison O'Toole highlighted the importance of consumer facing improvements as MNsure moved closer to open enrollment.

Greg ended with the *program status* as of 9/23/2016. He reported on carrier reconciliation, which was currently behind schedule, and noted that there was time to adjust because much of the work was not due until the end of the year. To get out of red, the project team was determining an achievable timeline, focusing on the most important components, and was partnering with the carriers to refine the reconciliation process.

Greg noted the reinstatement project was designed to implement functionality to reopen eligibility and reinstate coverage without a gap after a closure process had occurred and the effective date of closure had passed. MN.IT was attempting to implement some of the functionality in the winter release. The project was in red due to the scope for winter release and the tight timeline for winter release.

Janet noted she had heard the out-of-the-box product could allow for greater reinstatement improvements than the scope of the current project, but that it would have negative effects on processes such as staggered renewals and notices. She asked for clarification around this. Scott explained that the code used for reinstatement overlapped with the code used for staggered renewals and notices, and so modifications to that code needed to be done carefully so as not to jeopardize other work streams. Scott noted the improvements included in the winter release would benefit county workers, but were limited to improvements that would not have negative effects on the other work streams, leaving additional reinstatement improvements to be accomplished later.

Chuck added that reinstatement was important to DHS in addition to the counties. He followed up by asking if the project was in red because MN.IT was currently analyzing the scope of the project that could be accomplished in relation to the current release timeline. Greg advised that was correct.

Continuing with his reporting the status of programs, Greg advised that staggered renewals was in red because it involved reviewing and understanding of complex policy. He stated that the goal was to have the policy discovery work and scope set in early October.

Chuck asked if the MinnesotaCare renewal batch process was similar to the batch process from Medical Assistance and if that meant the core IT structure was already modeled for this project. Greg said that was correct.

Jesse Oman asked for more information on why the MinnesotaCare premiums phase 3 project schedule was in red. Greg advised that the planned November release was behind schedule due to reevaluating the development and testing timeline. However, Greg noted that the project was trending yellow.

Chuck asked why the Maxis to METS migration project was yellow in the “issue” category even though the migrating had already started. Greg advised that the project was new and thus in a cautionary period. There were no current issues, but MN.IT was monitoring the process. He advised that the project would most likely be green next week.

## **HHS OIG Audit Update**

*Chris Buse, Assistant Commissioner for Information Security and Chief Information Security Officer*

Chris Buse of MN.IT introduced himself and advised that he was responsible for the design and implementation of the State of Minnesota’s security infrastructure for the executive branch, the agencies, boards, and commissions.

Chris explained the security architecture of Minnesota’s Health Insurance Exchange. Chris advised that there were many layers of defenses within the system and that the bar set by federal regulators via the Minimum Acceptable Risk Standards for Exchanges (MARS-E) was the highest security bar that MN.IT had across state government. He advised that consumers’ data

had been protected from ongoing attacks since the launch of the exchange and that consumers should continue to feel comfortable using the system.

Chris discussed the high-level scope of the U.S. Department of Health and Human Services' Office of Inspector General (HHS OIG) audit, which assessed compliance with MARS-E and state security requirements. He stated that the state had implemented security controls, policies, and procedures to prevent vulnerabilities in its web site, database, and other supporting information systems, but that there were some instances where the state needed to improve its controls.

Allison noted the audit was performed by the HHS OIG and was not public information, though a public version would be released soon. Allison and Chris agreed that this was an advance view of the audit and that the ESC had received permission to speak about it in this setting.

Chris reported that the audit included five findings, all of which had been addressed, with one minor exception. Chris said that MN.IT's plan was to address the exception after the open enrollment period ended, since the underlying issue was mitigated by multiple layers of compensating security controls. Chris stated that this was the best option as to not superficially fix the problem, but to holistically fix it, so it would not come back.

Chris said one of the themes of the audit report was the challenge of vulnerability management. The HHS OIG team brought some software vulnerabilities to MN.IT's attention as part of the audit work. Chris stated that every computer system has software vulnerabilities, and thus, MN.IT wasn't surprised by the HHS OIG's findings. Chris advised that hackers discover new vulnerabilities in software products daily, since most commercial software products have millions of lines of code. To counteract this, security professionals must manage a never-ending inventory and this requires sophisticated tools, defined processes, and skilled professionals.

Additionally, Chris spoke about Minnesota's Comprehensive Vulnerability Management Program, which was designed to find and fix security weaknesses before they could be exploited. The program contains tools from several leading vulnerability management vendors, executing thousands of vulnerability scans daily.

Chris also discussed takeaways from the audit. First, MN.IT should drive its continuous vulnerability management processes even harder. Second, MN.IT should deploy more specialized assessment tools.

Allison asked if Chris could confirm that METS had not been compromised in any way and that consumers should feel comfortable uploading their information onto the site. Chris said she was correct, the audit and MN.IT did not identify any ways in which METS data had been compromised, and consumers should feel confident shopping via MNSure. He noted these audits are done to all state-based exchanges and are routine.

Chuck further clarified by saying that the audit found potential places of vulnerability which had now been addressed with one minor exception, and had not identified any exploitations of the system.

## **New Business**

Allison suggested discussing the upcoming open enrollment period at the next ESC meeting. Additionally, Allison reminded everyone that rates would be released Friday, September 30 by the Department of Commerce.

## **Public Comment**

None.

## **Adjourn**

**MOTION:** Chuck moved to adjourn. There were no objections and the meeting adjourned at 11:22 a.m.