

HEAplus REACH-SR1045_1046

State of Arizona – AHCCCS

Project Investment Justification (PIJ)

September 20, 2023



Agency Vision

*Shaping tomorrow's managed care...from today's experience,
quality and innovation.*

Agency Mission

*Reaching across Arizona to provide comprehensive, quality health care
to those in need.*

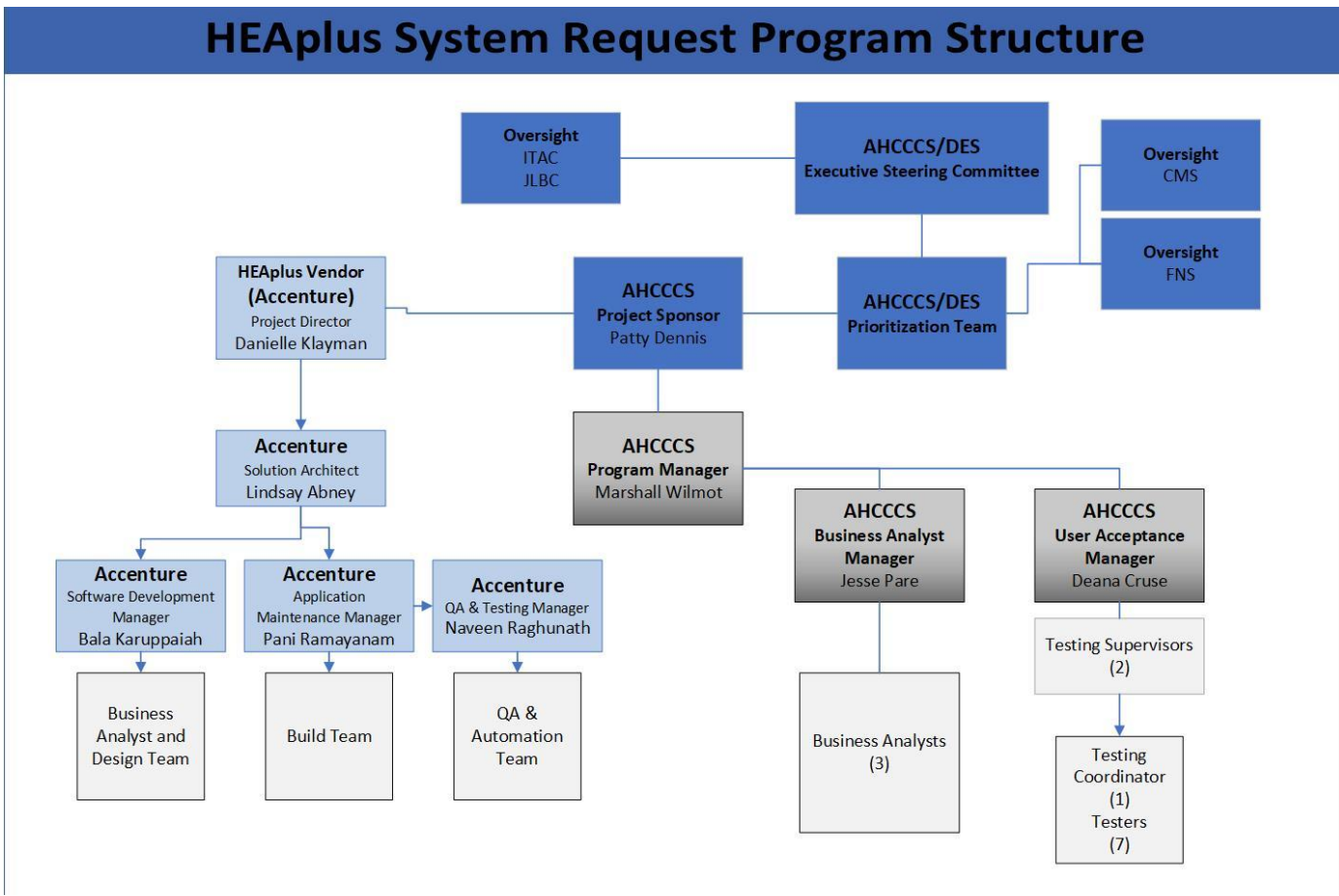


Team Introduction

Roles Present at ITAC

- Daniel Lippert – Assistant Director, Information Services Division
- Patricia Dennis – Assistant Director, Division of Member and Provider Services
- Marshall Wilmot – Deputy Assistant Director, Division of Member and Provider Services
- Anthony Flot – Chief Technology Officer, Information Services Division
- Joshua Worley – Deputy Assistant Director, Division of Business and Finance

Program Structure



Project Introduction

Stated Operational/Business Issue

- HEAplus was initially developed with a customer facing portal that was used for acute AHCCCS programs only when it was launched in 2013. Arizona Long Term Care (ALTCS) eligibility was added to HEAplus in 2017, however, the complexities of programming the ALTCS eligibility took precedence over creating a customer portal. The consolidated appropriations act of 2023 mandated that all Medicaid customers must have the ability to use online modalities for application activities including providing verification documents.
- HEAplus satisfaction survey comments identified issues that made it difficult for users to utilize HEAplus, including document upload capabilities and the ability to utilize a tablet or mobile phone.

Benefit to the State Agency and Constituents

- Improve customers' experience while interacting with HEAplus across multiple critical use cases. By doing so, the external/agency support needed for customers to complete self-service activities such as document upload, ALTCS applications, and Renewals will be reduced. The proposed architecture improvements will make HEAplus a truly mobile responsive solution for public users whether they are using a desktop, tablet, or mobile device.
- By having public user ALTCS portal access, applicants and their representatives will be able to initially register new ALTCS applications, read electronic letters online, and provide verification documents upon request.

Proposed Solution

Overview of Proposed Solution

What is REACH?

Accenture's Reach platform is responsive architecture that is quick to deploy, easier to maintain, and with which we can build end-to-end public user application flows. This change focuses on the following use cases:

- Arizona Long Term Care (ALTCS) public user portal for initial registration applications.
- Document Upload (within current HEAplus flows)
- Document Upload Portal (new feature to reduce/replace email & pin process, and Fax, and allow document upload for customers without an HEAplus account)

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Initial design UAT- User acceptance testing.
2. UAT- User acceptance regression testing
3. Project management
4. Payment management

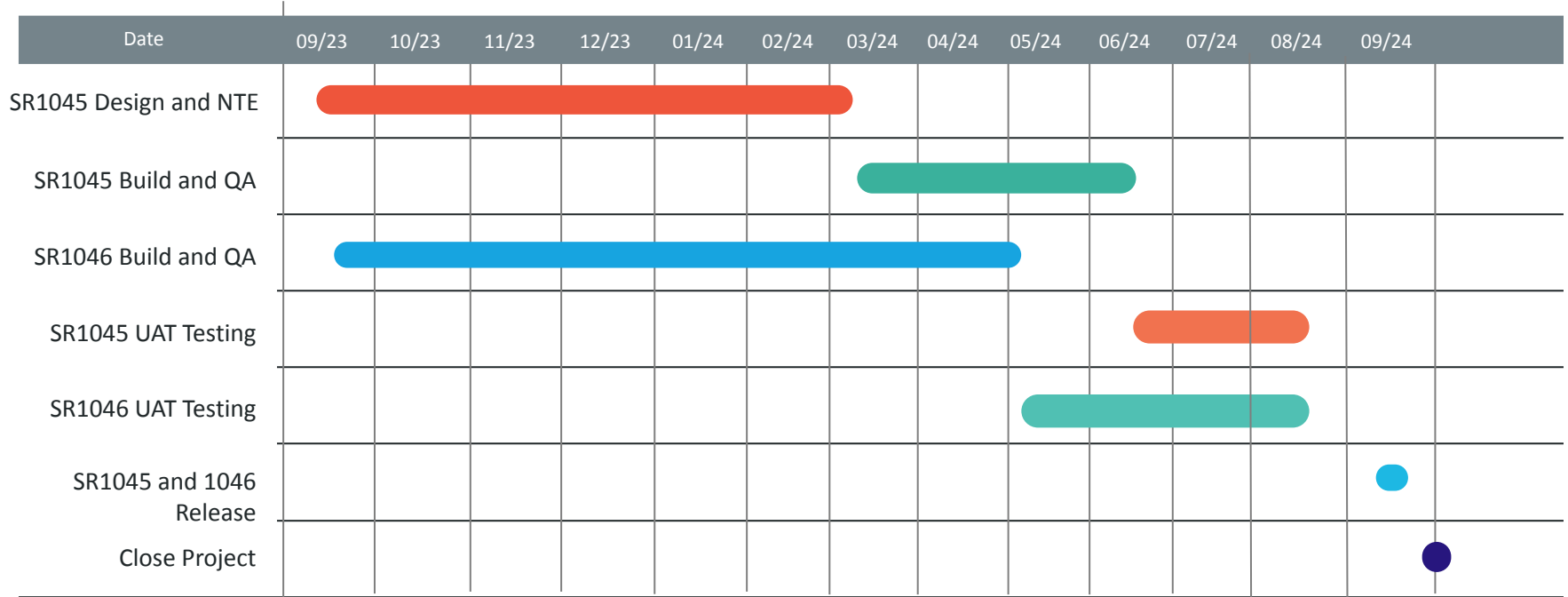
Shared

1. Develop and Review User Stories
2. User Acceptance Testing
3. Production Implementation (All agencies/Vendor)
4. Provide implementation and post implementation support

Vendor/Contractor

1. Design Sessions
2. Development
3. Quality assurance in development and UAT environments
4. Pre production HEAplus vendor internal regression testing.

Project Timeline



SR1045- Document management and upload portal

SR1046- ALTCS application customer portal

* SR1046 Design and Not to Exceed (NTE) estimate has already been completed

Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$4,688,000					\$4,688,000
License & Maintenance Fees		\$32,000.00	\$32,000.00	\$32,000.00	\$32,000.00	\$128,000.00
Total Development	\$4,688,000					\$4,688,000
Total Operational		\$32,000.00	\$32,000.00	\$32,000.00	\$32,000.00	\$128,000.00
Total						\$4,816,000

Financial Impact

Breakdown of Financial Impact

Project Development Funding

Base Budget - Available	\$468,800
Base Budget - To Be Requested	
APF Budget - Available	
APF Budget - To Be Requested	
Other Appropriated - Available	
Other Appropriated - To Be Requested	
Federal - Available	\$4,219,200
Federal - To Be Requested	

Total Development Project Funding

Available Budget	\$4,688,000
To Be Requested Budget	

Operational

Current 3-Year Operational Cost (Avg)	
Proposed 3-Year Operational Cost (Avg)	\$32,000 per year
Financial Impact of New System	\$32,000 per year

Total Operational Funding - Project

Available Budget	\$128,000
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What Success Looks Like

Change Management

Project Milestones

- a. Design and requirements gathering
- b. Development and Quality assurance
- c. UAT testing and regression
- d. Deployment
- e. Outreach and training to community partners

Measures of Success

1. Ensure compliance with Arizona's mitigation plan related to the consolidated appropriations act of 2023 that requires States to offer users the ability to electronically submit applications and provide documents for Arizona Long Term Care populations.
2. Measure public user experience in HEAplus for ALTCS populations, setting a positive experience goal of 80%.
3. Increase positive customer feedback related to their mobile experience from 42.74% to 70% or better within 12 months of implementation.
4. Reduce the average number of unassociated emails and fax by 40% within the first 12 months after implementation. Current unassociated email and fax volume is 720 per day.

Q & A Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on November 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.