



JCOTS UPDATE

eHHR plans for the remainder
of 2014 and 2015

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October 22, 2014*

eHHR going forward in 2014 and 2015

1. Prepare for federal Open Enrollment 2015 (Nov 15th) and additional GAP covered lives
2. Continue enhancements to VaCMS, MMIS, CommonHelp portal to make Medicaid/CHIP enrollment easier
3. Upgrade the role of the Cover Virginia Call Center; assume overflow work from local offices
4. Integrate other DSS programs into the new Eligibility System (ABD, LTC, SNAP, TANF, etc)
5. Onboard new partners to use CAS and EDM
6. Integrate new business services into the SOA tools
7. Extend on-line access; new authentication sources for CAS to leverage beyond DMV
8. Evaluate Organization Hub opportunity

eHHR data partners

- DMV
- DMAS/DSS – w/ citizen consent
- Elections
- Health Professions*
- DBHDS*
- Department of Corrections*
- TAX* – as data consumer
- Others*

* planning

DSS Data Sharing

- OAG has advised that citizen consent is required for DSS to share citizen data with other agencies (or EDM)
- Sharing limited to...first name, last name, middle initial, suffix (Jr., Sr., etc.), current home address, DOB, SSN* and Medicaid identification number (if applicable), email address, home phone, driver's license ID and cell phone number.
- We ask for citizen consent at the end of the benefit application process (on-line, phone, paper). It's optional.
- Citizen can revoke consent at anytime or re-consent annually

DSS Consent Metrics

- Approved sharing fully? 30%
- Approved minus SSN? 16%
- Declined (or skipped question)? 54%

As of 9/26/2014.

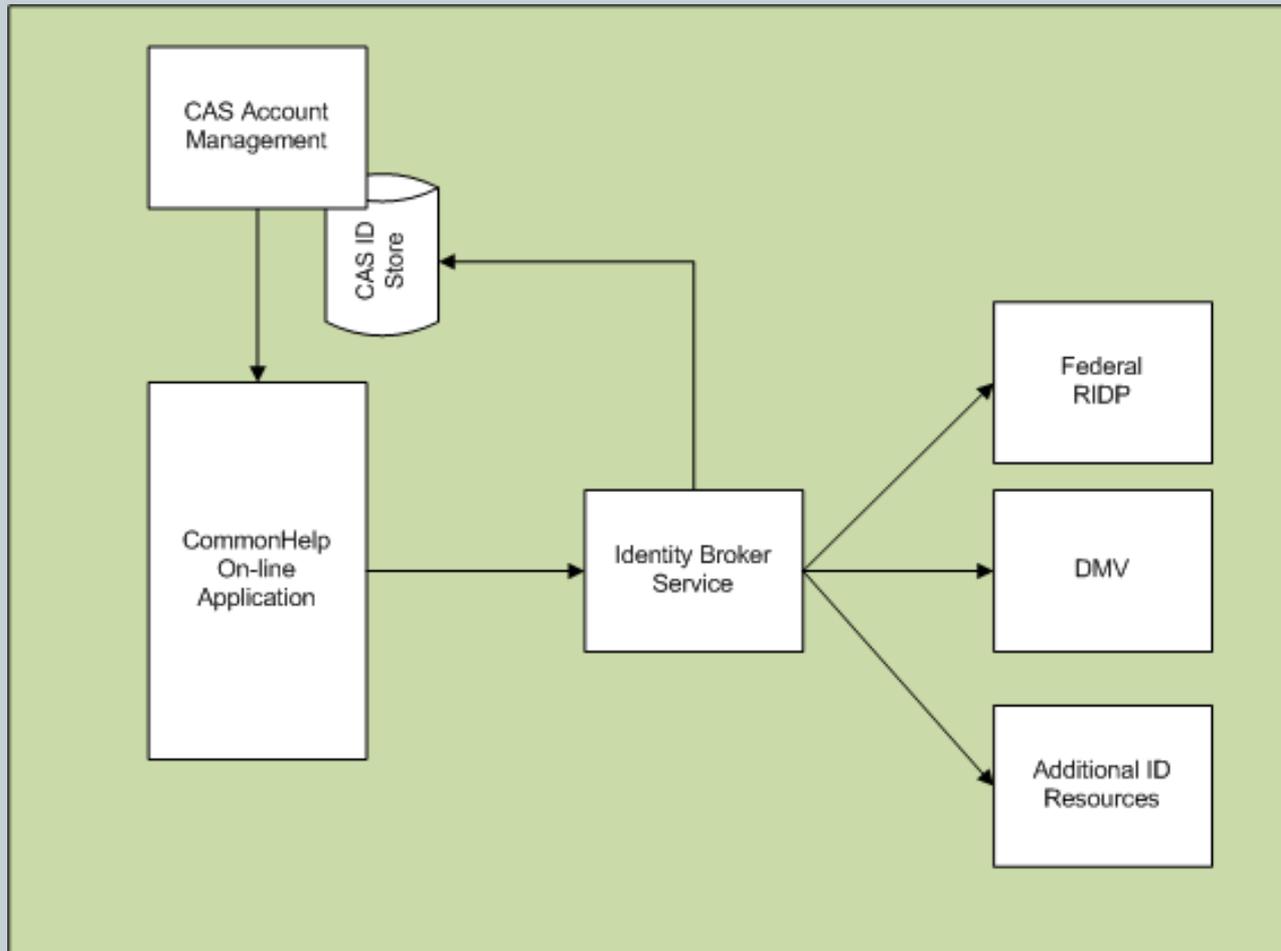
Remote IDentity Proofing (RIDP)

- Series of secure web services made available by Centers for Medicare and Medicaid Services (CMS)
- Allows the state eligibility system to confirm the identity of a remote web user
- Experian provides the backend authentication resources (knowledge based questions)
- Experian also provides a call center to help users with confirmation challenges
- Conforms to NIST level 1 and 2
- Can only be called when processing a Medicaid eligibility application
- Announced last summer, did not go live till 10/1/2013
- Used by ~12 states today

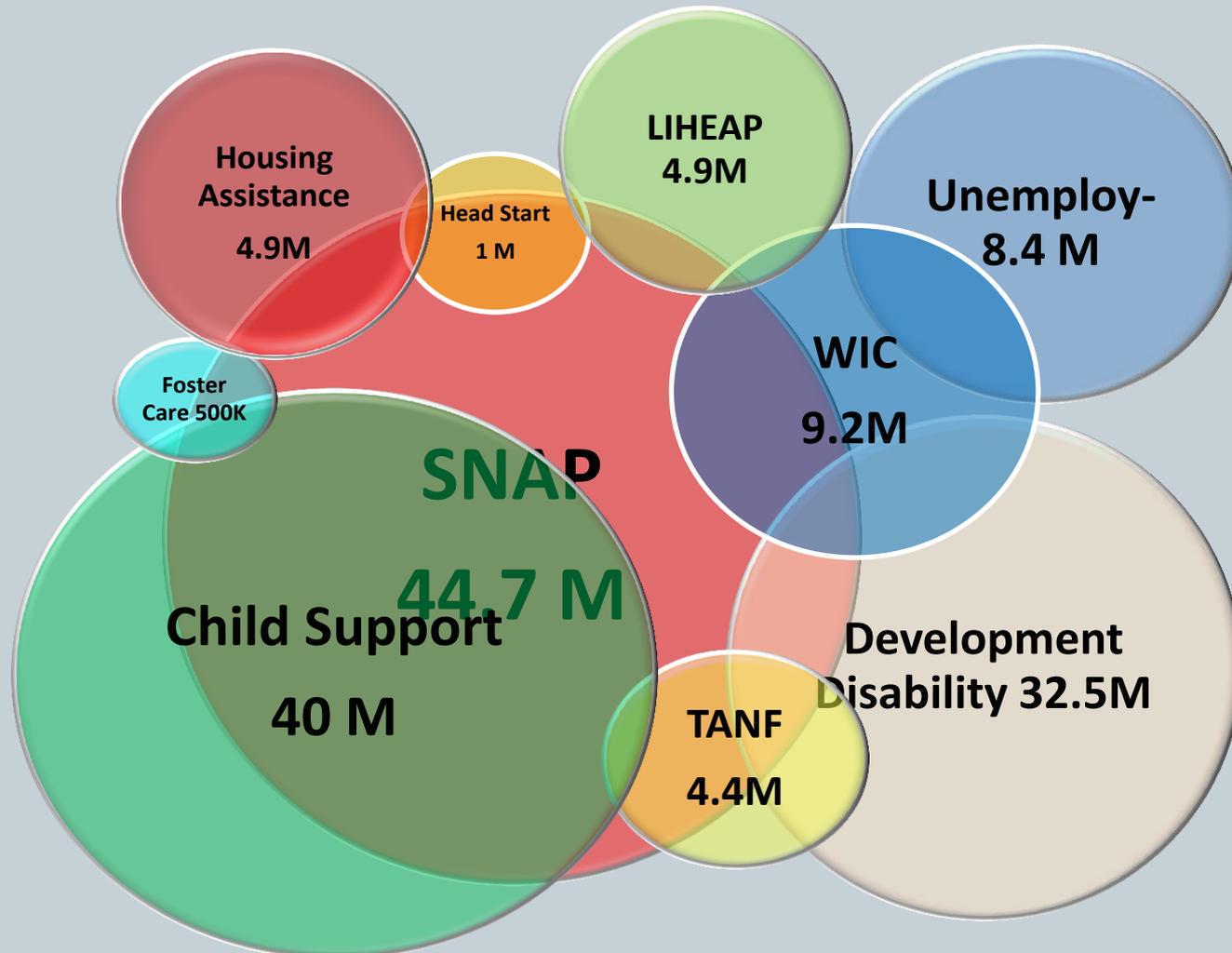
CAS Authentication Plans

- VA DMV includes ~70% in-state population
- Leverage RIDP for Medicaid/CHIP
- Resolve authentication gaps
- Retain credential for other program identity verification
- Federal liability for credential
- Seamless user experience regardless of authentication resource

CAS Framework



Largely the same population 70M+ Medicaid/CHIP vs. 100M+ human services



Questions?

