KOLEA Project

Kauwale (community) On-Line Eligibility Assistance System

Single Streamlined Application

The Affordable Care Act (ACA) has established a coordinated system of eligibility and enrollment between Medicaid and the State exchanges. Collectively called "Insurance Affordability Programs" the Medicaid Children's Health Insurance Program (CHIP) and exchange programs for advanced premium tax credits and cost share reductions, will share many of the same eligibility rules. As an example, all insurance affordability programs will use the modified adjusted gross income (MAGI) methodology to determine income eligibility.

All insurance affordability programs also will use the same application form. The federal Centers for Medicare and Medicaid Services (CMS) has drafted the single, streamlined application to be used by State Medicaid agencies and health insurance exchanges. While each State may establish its own application subject to CMS approval, Hawaii will use the CMS application for its medical assistance programs, and for assistance programs administered by the Hawaii Health Connector, Hawaii's State health insurance exchange.

CMS issued the draft application on January 25, 2013. All information associated with the application is currently available for review and can be found on the CMS website*. You may also view two YouTube videos** about completing the electronic application.

"Hawaii has decided to use the CMS application for all of its medical assistance programs."

When the new CMS application is implemented on October 1, 2013, all individuals applying for medical assistance will use the CMS application form. The Hawaii medical assistance application (DHS Form 1100) and medical assistance application for children and pregnant women only (DHS Form 1108) will be retired.

When the KOLEA system is implemented, individuals will be able to submit an on-line application. They also can mail, fax or drop off their application at one of the Med-QUEST Division (MQD) eligibility offices. Individuals who need assistance completing an application can refer to the on-line help features, application counselors, navigators, and the Hawaii Health Connector call center. The MQD will retain its own call center to help Medicaid beneficiaries enroll, and to answer general medical assistance questions.

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* Centers for Medicare & Medicaid (CMS) - http://www.cms.gov

** YouTube - http://www.youtube.com/playlist?list=PLaV7m2-zFKpgZDNCz7rZ3Xx7q2cDmpAm7

Project Progress

There was a nearly two-month delay starting the KOLEA Project due to a procurement protest. With no change to the implementation date, KPMG, LLP began building the KOLEA system in January 2013. The combined KPMG/MQD team was required to re-prioritize activities to meet the October 1, 2013 "Go-Live" date. The on-line application and MAGI rules are the minimum requirements, and therefore have been designated the first priorities.

"The new eligibility system will take advantage of existing technology to accept and process applications and determine eligibility."

Since MQD eligibility workers must manage cases for MAGI and MAGI-excepted programs (all other medical assistance programs that do not use the MAGI methodology such as foster care, aged, blind and disabled) it does not make sense for workers to use two different systems. Therefore, all of the medical assistance programs will be installed in the KOLEA system. However, due to the short timeline for implementation, there is the possibility that some programs, such as death payments and repatriates, will not be automated (the system will not automatically determine eligibility, but will capture the determination made by the worker). Other activities such as a new Automated Call Distribution (ACD) system or additional functionality will be implemented later.

Regarding overall project progress, all functional and technical requirement sessions have been completed. The design sessions have begun and will continue through April 2013. Concurrently, there are on-going discussions and work is being done on security, conversion, and interfaces.

See below for a summary of upcoming activities:

Activity	Estimated Start
Hardware/software installation	March 2013
Detailed design sessions	March 2013
View application	April 2013
Federal hub testing	May 2013
Integrated Testing	June 2013
User Acceptance testing	August 2013
Training	August 2013
Conversion	September 2013
Go Live	October 2013

Introducing the KPMG Organizational Change Management Team

KPMG and the MQD understand that implementation of a new large scale information system significantly impacts the organization and work of the employees. KPMG's Organizational Change Management (OCM) team will lead identification of the gaps between existing and future state

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Change Management Team from page 2

processes, procedures and staff roles and responsibilities, and assisting in the documenting the new or changed business processes. All of this is necessary to develop and conduct an effective training program.

Since KOLEA has the greatest impact on eligibility workers, KPMG's OCM team has begun holding meetings with the MQD Eligibility Branch employees. So far, KPMG has met with six units and is planning to meet the neighbor island units beginning in April. During meetings with Eligibility supervisors and staff, KPMG is explaining the KOLEA project, why it is being created, and providing a timeline of communications activity to prepare employees for the October 1, 2013 "Go-Live" date. These meetings serve as information sessions, and provide MQD eligibility staff the opportunity to ask questions about the KOLEA system and the process.

"KPMG's OCM team started its meetings with the MQD Eligibility Branch employees.

Through various communication campaigns in the coming months, the KPMG OCMB team will make sure that all of MQD employees are aware of the upcoming changes. MQD employees whose jobs will change most significantly due to the KOLEA implementation will receive greater communication detail on the changes, and training schedule.

HAWI Clean-Up Update

Kudos to the MQD eligibility staff for continuing to clean up the HAWI cases. The clean-up of HAWI data improves the accuracy of the data in Kolea. These include:

- Two recipients with the same social security number;
- 1931 adults without a child;
- Clients with pseudo SSN;
- Clients belonging to more than one case concurrently;
- CHIP kids with a medical insurance;
- 1925 clients that have been eligible over 1 year;
- Inaccuracies in the pregnancy indicator;
- Active clients that have passed a review date;
- Cases not authorized for the current benefit month; and
- Inconsistencies with the SWICA income report
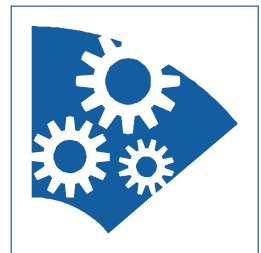
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