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Some of you may be wondering about the timing of this project. Why now and why the rush?

The HAWI system is old and must be replaced. HAWI has been around for close to 25 years and is based on old technology. So, it cannot support the mandatory Medicaid provisions of the Patient Protection and Affordable Care Act (PPACA), hereinafter referred to as “ACA” by the required implementation date of October 1, 2013.

As many of you are aware, replacement of a large, integrated system requires resources. Fortunately, the federal Centers for Medicare and Medicaid Services (CMS) is providing an enhanced federal match at 90/10 rate for new eligibility systems. The same 90/10 match can be used to support eligibility for SNAP and Temporary Assistance to Needy Families (TANF), but the funds must be encumbered by December 31, 2015. The state is taking advantage of the enhanced federal funds and so, the timeframe for implementation is largely driven by the funding source.

Welcome to the inaugural issue of the KOLEA Project Newsletter. The Kauwale (community) On-Line Eligibility Assistance (KOLEA) project is a multi-year initiative to replace the current Hawaii Automated Welfare Information System (HAWI) that is used by the Department of Human Services (DHS) staff to determine eligibility for medical, financial and the supplemental nutrition assistance programs. Med-QUEST Division (MQD) is the lead with a goal of transitioning all medical assistance programs into the new system by October 1, 2013. The financial assistance and Supplemental Nutrition Assistance Program (SNAP) will follow after with implementation by December 2015. Given the extremely short timeframe, the project is and must proceed at a rapid pace. This monthly newsletter will give you information on the project status.

Under the ACA, each state must establish a health insurance exchange that provides a one-stop web-portal to enable uninsured individuals and employers to purchase health insurance coverage. Chapter 435H, HRS established the Hawaii Health Connector as the state’s health insurance exchange. Given the federal requirements of integration of functions between State Medicaid agencies and health insurance exchanges, DHS and the Connector must share and coordinate functionality. DHS and the Connector have entered into a Memorandum of Agreement to share the use of technology, processes and services wherever and whenever possible. This approach will reduce administrative costs and help to ensure a smooth transition for individuals applying for assistance or changing eligibility status.

DHS will process applications for medical assistance and will determine eligibility for Medicaid and advance premium tax credits and cost share reductions for those purchasing individual insurance from the Connector. The Connector will provide the enrollment function and allow Medicaid-eligibles to select a plan when eligibility is approved. The Connector will also provide call center functionality when the MQD call center is overloaded and during non-State office hours including holidays and weekends.

# Why now?

KOLEA Project

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# Inaugural Issue

“The HAWI system is old and must be replaced.”

November 15, 2012

Volume 1 Issue 1

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

Please see *Who and what’s the Connector?* on page 3

# Who and what’s the Connector?

The new eligibility system will take advantage of existing technology to accept and process applications and determine eligibility. As an example, individuals and assistors (people who may be paid or unpaid to help individuals and households) will be able to use the web to complete and file an application. The new eligibility system will accept the application, conduct electronic verifications whenever possible, automatically determine eligibility, whenever possible, and support other eligibility functions including noticing and appeals. The following is a summary of the functions:

* Processes applications for the State’s insurance affordability programs including applications for Medicaid, CHIP and insurance for the Hawaii Exchange known as the Hawaii Health Connector (Connector)
* Determines eligibility for the State’s insurance affordability programs including screening, intake, submittal, verification, and determination
* Calculates subsidy and tax credits for commercial insurance coverage offered through the Connector
* Provides complete case management capabilities to support Medicaid and other medical assistance services provided by the Department
* Supports plan enrollment of individuals and families through seamless coordination and integration with the Connector
* Implements a new Interactive Voice Response (IVR) System available to beneficiaries, the MQD’s Call Center and potentially, the Connector’s Call Center
* A data warehouse to store data and support program administration related to eligibility and enrollment for the State's medical assistance programs

Of course, individuals and households will still have the option to apply in person at one of the DHS offices, or mail in an application. Another added feature is that they will also be able to apply over the telephone.

More information on the new integrated eligibility system will be provided when the vendor is selected.

1. Fill up at least ten inches of column with actual article text.
2. Print out the page and use a ruler to measure how many inches of column your text takes up.
3. Count the number of words in the text.
4. Divide the number of words in the article by the number of inches the text takes up. For example, let’s say you have 456 words in 12 inches of column: 456 ÷ 12 = 38. That’s your magic number for how many words fit in an inch of column in your newsletter. But you’re not finished yet.
5. Measure how many column inches you have available for the article. For example, we’ll say it’s seven inches.
6. Multiply your magic number by the number of column inches available for the article, which in this case would be: 38 x 7 = 266. This is the maximum length that the article can be.
7. To give yourself some room to fudge, tell the writer to write an article between 250 and 260 words. Once you get the article back and edit it, you can add or remove words here and there to get the article to the right length.

Using this approach, you soon will be a pro at writing perfect-length articles and adapting existing articles to the space you have.


# What will it do?

“Chapter 435H, HRS established the Hawaii Health Connector as the state’s health insurance exchange.”

*Who and What’s the Connector?* from page 2

# What’s the timeline and schedule?

As noted previously, the timeline for implementation is accelerated. MQD is currently completing its procurement to select a vendor to implement the new system. Shortly after the award, MQD will move into requirements definition, design and implementation. Current eligibility and two years of history will be converted from HAWI and plan enrollment information for the same time period will be converted from the Hawaii Pre-paid Medical Management Information System (HPMMIS). Integrated testing will likely occur around August 2013.

See below for a summary of upcoming activities:

Activity Estimated Start

Contract with vendor November 2012

Requirements/design/releases December 2012

Workflow re-engineering March 2013

Integrated Testing June 2013

User Acceptance testing August 2013

Training August 2013

Go Live October 2013

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