

HEAplus SR1045_REACH Document & Upload Portal

State of Arizona – AHCCCS

Change Request - 1077

May 15th, 2024



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
- Jeff Tegen – Assistant Director, Division of Business and Finance

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.

Project Change Request Overview

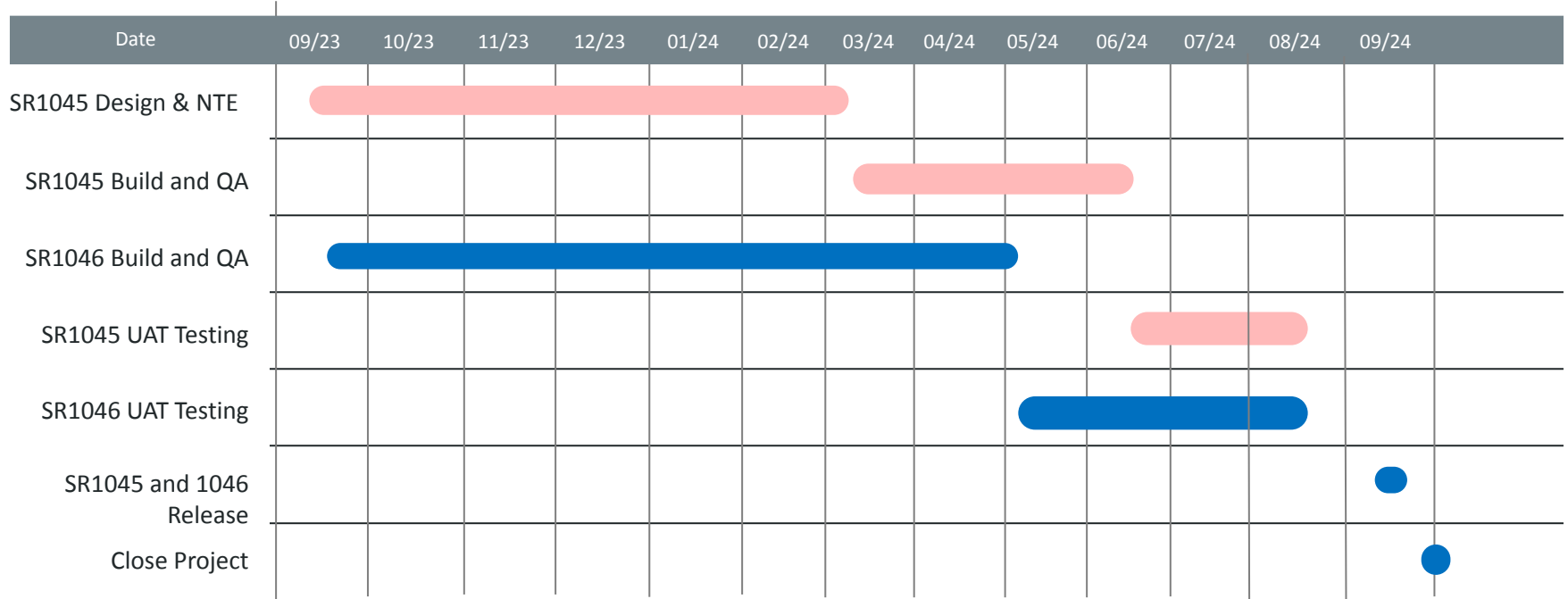
What in the PIJ is changing?:

- ✓ Timeline
 - ✓ From September 12, 2024 to March 31, 2025
- ☐ Scope
 - Descoping ___ and/or Adding ___
- ☐ Budget
 - From \$___ to \$___

What initiated this change?:

- AHCCCS is requesting the Change Request. APD (Advanced Planning Document) to Food and Nutrition Services (FNS) for review and approval. Due to this pending approval, the current project timeline will need to be adjusted for SR1045.
- CR-1077 was submitted within the ADOA-ASET PIJ Portal on 4/10/2024.

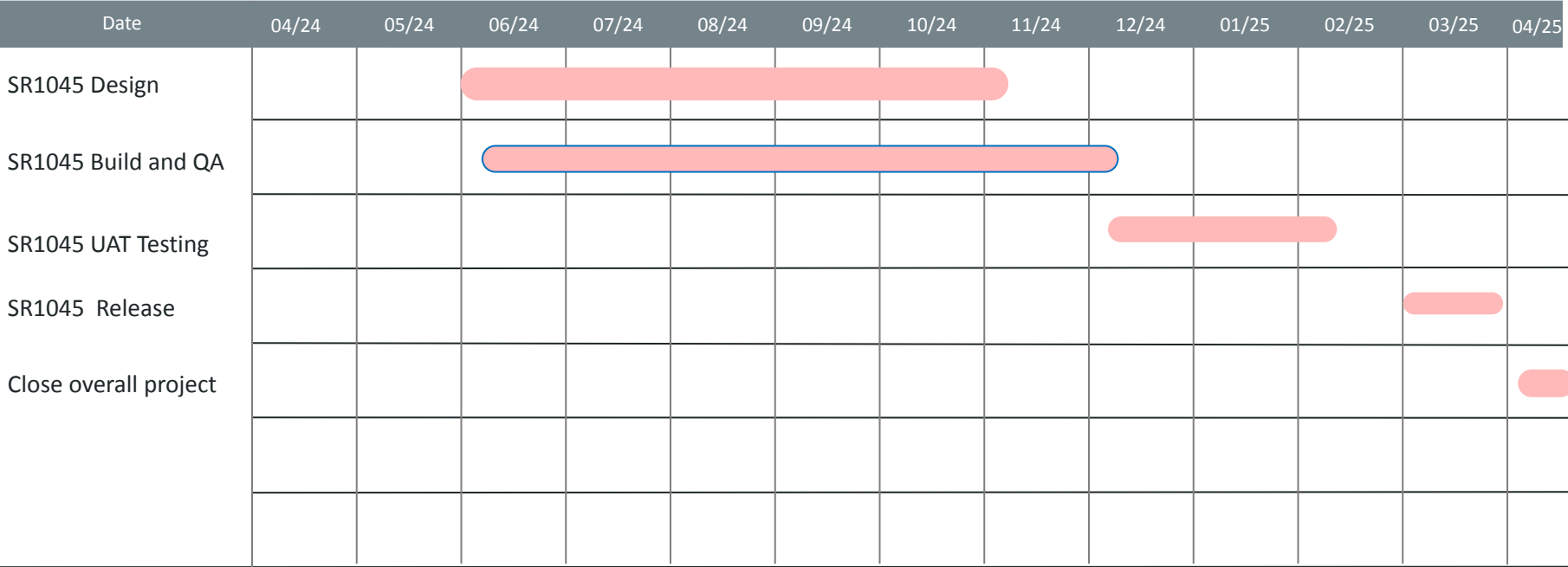
Current Project Status and Timeline



SR1045- Document management and upload portal (**Timeline change – refer to slide 6**)

SR1046- ALTCS application customer portal (**No change to timeline. On schedule**)

Revised Project Timeline (SR 1045 only)



Revised Project Milestones

Identify any change in timeline and possible benefits:

Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
SR1045 Joint Application Design and NTE		100%	09/25/2023	03/08/2024	N/A	N/A
SR1045 Build and QA		Late	03/11/2024	06/21/2024	06/24/2024	12/06/2024
SR1045 User Acceptance Testing		Not Started	06/24/2024	08/16/2024	12/09/2024	02/14/2025
SR1045 Release		Not Started	09/12/2024	09/12/2024	03/20/2025	03/20/2025
Final Invoices Paid		Not Started	09/15/2024	09/15/2024	04/15/2025	04/15/2025
Close Project		Not Started	09/31/2024	09/31/2024	04/30/2025	04/30/2025

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.

ITAC Voting Options

What ITAC May Consider In Review Whether:

- a. The proposed solution addresses the stated problem or situation;
- b. The budget unit is competent to carry out the project successfully;
- c. Sufficient sponsorship and support by budget unit leadership exists;
- d. Cost estimates provided are accurate;
- e. The proposed project aligns with the budget unit's Strategic IT Plan; and
- f. The proposed solution complies with statewide IT standards.

ITAC Motions:

- a. Move to Approve
- b. Move to Approve with Conditions As Presented
- c. Move to Approve with Conditions
 - i. Committee May Modify or
 - ii. Add Conditions
- d. Move To Deny

Relevant Statutes and Rules