



FLORIDA HEALTH CARE CONNECTIONS



Executive Steering Committee (ESC) Meeting

June 18, 2021





Roll Call



Welcome Remarks and Agenda

Simone Marsteller, Secretary and FX Executive Sponsor

ESC Meeting

Agenda

- **FX Program Updates**
 - Update Since Last Meeting
 - FX Strategic Roadmap
 - Financials
- **Voting Action**
 - Decision 415: Unified Operations Center (UOC) Procurement Approval
- **FX Modules Update**
 - Integration Services/Integration Platform (IS/IP) Operations & Maintenance (O&M)
 - Core Procurement
 - Provider Services Module (PSM) Procurement
 - Enterprise Data Warehouse Implementation (EDWI)
- **Independent Verification & Validation (IV&V) Assessment**
- **Open Discussion / Member Updates**
- **Upcoming Activities / Closing Remarks**





FX Program Updates

Mike Magnuson, FX Director



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FX Program Updates

Procurement Integrity Statement

The Agency's FX program is an ongoing process that involves the preparation of specifications for upcoming contracts. In order to protect the competitive nature of future procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with vendors or their representatives, other than the SEAS Vendor, the IV&V Vendor, and the IS/IP Vendor, who are precluded from bidding on future FX contracts. Current information on Florida Health Care Connections will be made available on our [FX Website](#) and in public meetings of the [Executive Steering Committee](#). These public meetings are noticed in the [Florida Administrative Register](#).



FX Program Updates Since Last ESC Update

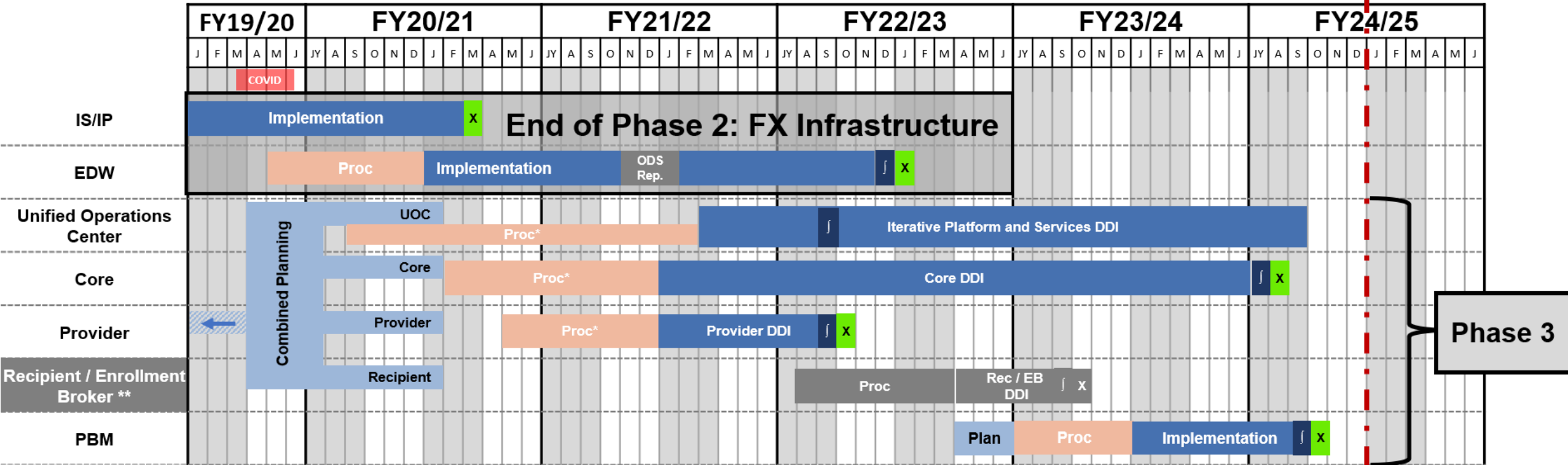
- Operational Workplan for Quarter 1 budget release
- Synchronizing procurement timelines



FX Program Updates

FX Strategic Roadmap – Essential Modules for Fiscal Agent Resolution

Deadline to resolve Fiscal Agent contract



* Procurement release is contingent on funding authority for FY 21/22
 ** Recipient functionality will be included in UOC

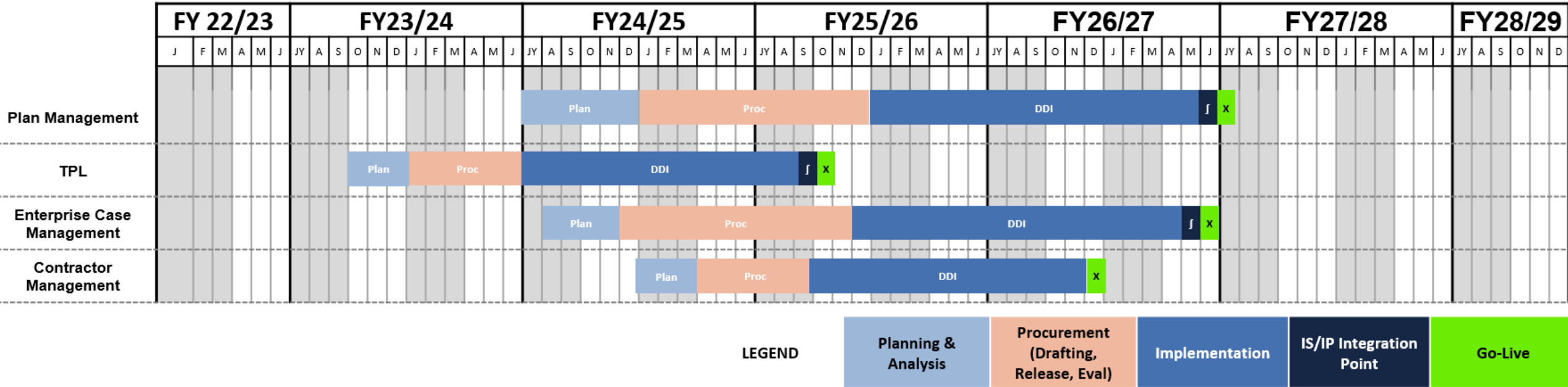




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FX Program Updates

Phase 4 – Non-Fiscal Agent Modules





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FX Program Updates

Dashboard as of June 10th

Leadership Attention/Awareness

Core Systems Procurement – The Schedule indicator is *yellow*. The project schedule has not yet been re-baselined to reflect the Invitation to Negotiate (ITN) approach. The project team is continuing to execute project activities and the schedule metrics impacted will improve once the new baseline is approved.

Enterprise Data Warehouse Implementation (EDWI) - The Schedule and Schedule Performance Index (SPI) indicators turned *green* due to the Operational Data Store Design Sessions completing and the Enterprise Analytic Data Store requirements activities are getting back on schedule.

Issues

Currently, there are no open issues affecting the program.

Risks

EDWI – The Risks indicator turned *green* due to Risk #331: EDWI Project Accessibility of Key Staff was moved to a stable status since there is no loss of key staff and tasks are progressing on schedule.

Decisions

Currently, there are no outstanding decisions affecting the FX Program.

FX Program	Status				
	Scope	Schedule	Budget	Risks	Issues
	G ↔	G ↔	G ↔	G ↔	G ↑
Scope	• The scope of the FX Program is currently unchanged.				
Schedule	• The Agency and SEAS Vendor are working to keep the program on schedule to meet the December 2024 deadline.				
Budget	• The FY 2021-22 General Appropriations Act (GAA) appropriates \$67M to FX. Considering revised estimates, this amount is sufficient to perform the work planned for next FY.				
Risks	• There are currently no program-level risks in an <i>increasing</i> status.				
Issues	• There are currently no program-level open issues.				

Active FX Projects	Status			
	Schedule	Budget	Risks	Issues
Unified Operations Center (UOC) Procurement	G ↔	G ↔	G ↑	G ↔
Core Systems Procurement	Y ↔	G ↔	G ↔	G ↔
Provider Services Module (PSM) Procurement	G ↔	G ↔	G ↔	G ↔
Enterprise Data Warehouse Implementation (EDWI)	G ↑	G ↔	G ↑	G ↔

Trending Indicators:

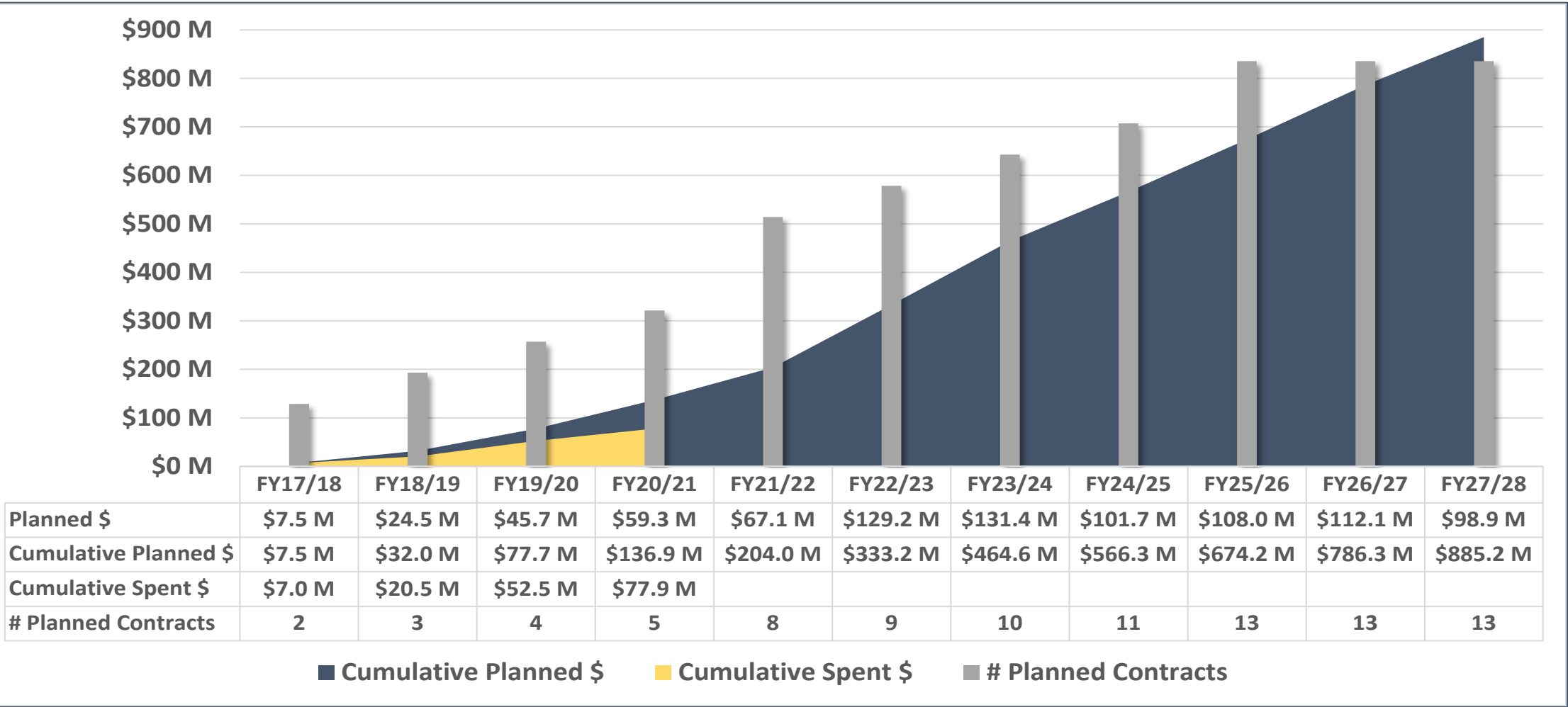
- *Stable* (↔) – Program/project health status is consistent and remains unchanged from the last reporting period
- *Improving* (↑) – Program/project health status has improved since the last reporting period and/or remediation activities are producing the desired results
- *Declining* (↓) – Program/project health status has declined since the last reporting period; issues are more probable and/or remediation activities are not producing the desired results



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FX Program Updates

Budget as of 5/31/2021 – FY 2020/2021



*FY 17/18 to FY 20/22 – reflects Appropriated funding
FY 22/23 to FY 27/28 – reflects estimated funding*

*Cumulative Spent includes payments made through May 31, 2021
A vendor may be awarded multiple contracts*



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FX Program Updates

Budget as of 5/31/2021 – FY 2020/2021

	Category	Appropriation	Contracted (Encumbrance)	Incurred or Paid
Phase 1	SEAS	\$9,710,400	\$9,710,400	\$8,901,530
	IV&V	\$3,230,996	\$3,210,059	\$2,891,512
Phase 2	IS/IP - Implementation	\$6,363,460	\$6,363,460	\$5,853,364
	IS/IP - Operations	\$4,503,602	\$4,503,602	\$3,377,702
	EDW - Implementation	\$30,252,168	\$11,775,711	\$551,744
	EDW - Data Governance	\$240,232	\$240,232	\$139,953
	EDW - Legal Fees/Court Reporter	\$230,000	\$215,000	\$93,411
Phase 3	Core - Procurement	\$800,585	\$790,585	\$475,042
	Provider - Procurement	\$150,000	\$150,000	\$92,540
	FMMIS Support	\$3,794,615	\$3,794,615	\$3,060,813
Total		\$59,276,058	\$40,753,664	\$25,437,611



FX Program Updates

Spend Plan – FY 2020/2021

	Category	Appropriation	Quarters 1-4 Requested	Expected Spend through 6/30/21
Phase 1	SEAS	\$9,710,400	\$9,710,400	\$9,710,400
	IV&V	\$3,230,996	\$3,190,822	\$3,150,059
Phase 2	Integration Services and Integration Platform	\$10,867,062	\$10,392,957	\$10,380,336
	Enterprise Data Warehouse and Data Governance (FX Legal Fees, Court Reporting Fees, Data Governance)	\$30,722,400	\$11,264,497	\$11,262,357
Phase 3	Fiscal Agent/FMMIS Transition and Core Procurement	\$4,595,200	\$4,595,200	\$4,449,088
	Provider - Procurement	\$150,000	\$150,000	\$150,000
Total		\$59,276,058	\$39,303,876	\$39,102,240



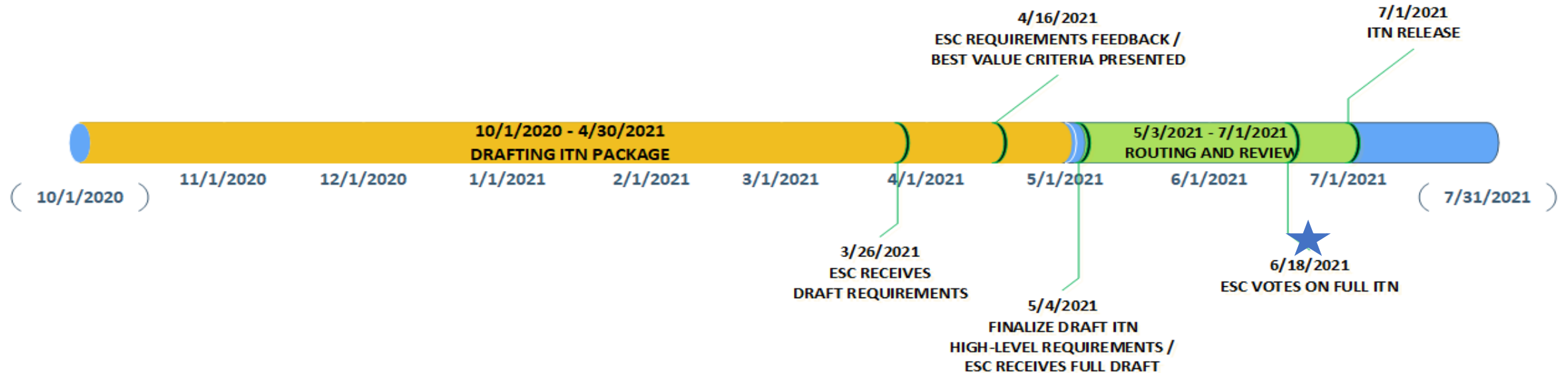
Decision 415: Unified Operations Center (UOC) Procurement Release



UOC Procurement Timeline



	FY20/21												FY21/22											
	JY	A	S	O	N	D	J	F	M	A	M	J	JY	A	S	O	N	D	J	F	M	A	M	J
Business /Tech Requirements				Oct. to March																				
Drafting ITN Package				Oct. to May																				
Routing /CMS Review																								
ITN Posted																								





Voting Action

Simone Marstiller, Secretary & FX Executive Sponsor /
FX ESC Members



FX Modules Update



Integration Services/ Integration Platform (IS/IP) Operations & Maintenance (O&M)

Scott Ward, CIO, Director of Information Technology

Angel Garay, IS/IP Technical Lead

IS/IP O&M


May Update

Performance Measures

PM 1 - Level 1 & 2 Incident Tickets Metric Met

PM 4 - Application and System Availability Metric Met

Workstream A
Workstream B
Workstream C
Application Lifecycle Management (ALM)

100%
Application and System Availability 


PM 5 - Staffing Level Metric Met

ALM Support
Database Support
Infrastructure Support
Middleware Support
O&M Project Management
Security Support

PM 6 - Production Report Metric Met

PM 8 - Performance Report Metric Met


**PM 2, 3, and 7 are not active at this time*


 Performance Measure component in compliance





Operational Metrics

Patching by Component


Workstream A 	
Operating System	Completed
Middleware	Completed
Database	Completed
Infrastructure	Completed

Workstream B 	
Operating System	Completed
Middleware	Completed
Database	Completed
Infrastructure	Completed

Workstream C 	
Operating System	Completed
Middleware	Completed
Database	Completed
Infrastructure	Completed

Application Lifecycle Management 	
Operating System	Completed
Middleware	Not Applicable
Database	Completed
Infrastructure	Completed

Legend:

 : All planned patching completed for reporting month
Not Applicable: Patching not required for reporting month

- ### Updates
- Single-Sign On / Background Screening ForgeRock Integrations Task Order has begun.
 - Performed security scan/patch compliance activities
 - Ongoing activities for Application Lifecycle Management (ALM) SSL certificate renewal
 - Ongoing activities for Disaster Recovery ALM failover testing
 - ALM Support Requests for EDW

IS/IP O&M

Performance Metrics

There are eight (8) performance metrics that are identified as part of MED205.

PM-1

Level 1 (Critical and High) Incident Tickets

The Vendor shall submit a Monthly Performance Standards Report Card which lists the incidents tickets by category and shows the incidents which were completed on time and which ones were not completed within the agreed upon timeframe.

PM-4

Application and System Availability

The Vendor shall submit a Monthly Performance Standards Report Card which shows the amount of total time the ESB system was unavailable and the calculated percent of availability time for the month.

PM-5

Staffing Levels

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of agreed upon staff and the number of vacant positions. Staffing level is calculated by dividing the total active staff by the number of agreed upon staff for the month.

PM-6

Production Reports

The Vendor shall submit a Monthly Performance Standards Report Card which shows the total number of production reports scheduled and the number of reports delivered or available as scheduled. This metric is calculated by dividing the number of reports delivered or accessible on time each month by the total number reports scheduled for the month.

PM-8

Performance Report

The Vendor shall submit a Monthly Performance Report which shows the agreed to performance metrics. The Financial Consequences for failure to provide the report timely or in a manner acceptable to the Agency shall be \$500.00 a day for each business day the report is not received or acceptable.



Performance Metrics that are not currently active.

PM-2

Enterprise Service Bus End-to-End Response Time

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions, the average response time per day and the number of ESB transactions each month which are more than 1.000 second.

PM-3

Enterprise Service Bus Transaction Errors

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions and the number of ESB transactions errors each calendar day, with a calculation for each calendar day to show the daily error rate.

PM-7

Master Data Management Perf.

The Vendor shall submit a Monthly Performance Standards Report Card which shows MDM transactions, the average transaction time each calendar day and the number of MDM linkage updates each month greater than two (2.000) minutes and number of daily linkage average retrieval times greater than 0.400 seconds.



Unified Operations Center (UOC) Procurement

Damon Rich, Project Sponsor

UOC Procurement Execution Stage Update

Where we have been:

- The solicitation was submitted to the Centers for Medicare and Medicaid Services (CMS) for review and approval on May 13, 2021.
- The solicitation was submitted for internal Agency review on May 10, 2021.

Where we are:

- CMS has approved the ITN.

Where we are headed:

- Finalize solicitation updates prior to posting.
- Anticipate releasing of the ITN early July.





Core Systems Procurement

Brian Meyer, Project Sponsor

Core Systems Procurement Execution Stage Update

Where we have been:

- Assessed the impacts of the legislative requirement to use the Invitation to Negotiate (ITN) procurement vehicle and developed an updated project schedule.
- Drafted the ITN outline and began drafting standard sections, analyzing requirements, and holding business and technical requirements sessions.

Where we are:

- Completed the collection and consolidation of content from the business and technical requirements workshops for the solicitation.
- Development and review of the solicitation sections with key Agency stakeholders.

Where we are headed:

- The project team will have completed the final draft and initial Agency subject matter expert (SME) review of all sections by the end of July.
- The project team will have completed all activities for an Agency walk-through of the full solicitation package at the end of August.
- Anticipated posting date will be provided once the schedule has been updated and baselined.





Provider Services Module (PSM) Procurement

Ryan Fitch, Interim Project Sponsor

PSM Procurement Execution Stage Update

Where we have been:

- Worked to accelerate the Invitation to Negotiate (ITN) procurement vehicle project schedule.
- Drafted the ITN outline and began drafting standard sections, analyzing requirements, and holding business and technical requirements sessions.
- Closed all outstanding scope decisions.

Where we are:

- Completed a final draft of credentialing requirements.
- Preparing to close out all business and technical requirements sessions by early June.
- Developing ITN sections, leveraging National Association of State Procurement Officials (NASPO) and standard ITN content (from UOC and Core) where applicable, and reviewing draft sections with the Agency.

Where we are headed:

- The project team will have completed the final draft and initial Agency subject matter expert (SME) review of all sections by the end of June.
- The project team will have completed all activities for an Agency walk-through of the full solicitation package at the end of July.
- Anticipated posting date will be provided once the schedule has been updated and baselined.





Enterprise Data Warehouse Implementation (EDWI)

Nikole Helvey, Project Sponsor

EDWI

Planning Stage Update

Where we have been:

- The EDWI Project schedule was baselined on April 30, 2021.
- The EDWI Vendor completed reviewing and confirming the Operational Data Store (ODS) requirements with the Agency, SEAS Vendor, and Fiscal Agent.

Where we are:

- Developing contractual deliverables and the first three were completed in May (PD-5: Requirements Document, PD-7: Technical Infrastructure Plan, and PD-8: Requirements Traceability Matrix).
- Conducting design sessions for the ODS.
- Conducting requirements sessions for the Enterprise Analytic Data Store (EADS) with EADS design sessions scheduled to begin in July.
- Conducting discovery sessions to review the Fiscal Agent's current state and processes.

Where we are headed:

- Developing contractual deliverables and three are due in June (PD-4 System Security Plan, PD-9: System Design Document (Architecture Specifications), and PD-12: Configuration Management and Release Management Plan Deliverable Expectations Document (DED)).
- ODS design sessions completed and initiate ODS development activities.
- EADS requirements sessions completed.





Independent Verification and Validation (IV&V) Assessment

Kurt Hartmann, Project Manager

IV&V Assessment

May 2021 Observations

- **FX Enterprise Data Warehouse Project**

[Risk Rating] - 4/2021 **Green** 5/2021 **Green**

- The EDWI Schedule Performance Index (SPI) has been declining for three weeks but is still within the acceptable threshold. The project team is adjusting the project schedule based on the approved project change requests EDW-08, EDW EADS Requirement Validation Extension, and EDW-09, EDW Environments Deployment Schedule. These change orders do not impact the critical path, scope, or cost.
- EDWI Project Decision EDW-037, Decision on Data De-Identification Approach, defines that the EDW Vendor will be responsible to de-identifying the data in non-production environments using the Baffle AWS service. This required a connectivity change to the non-production FMMIS databases, which was accomplished with no impact to schedule, scope, or cost.
- Bi-weekly Enterprise Data Governance (EDG) meetings are occurring with a focus on defining Data Management Policies and Data Quality tools and processes.
- Organizational Change Management (OCM) weekly planning meetings are ongoing with the EDW Vendor Human Center Design group conducting interviews with Agency personnel.

- **FX Unified Operations Center**

[Risk Rating] – 4/2021 **Green** 5/2021 **Green**

- The draft ITN draft was completed May 5, 2021 and Agency review is in progress. Posting of the ITN currently planned for early July.
- There are currently three open risks. All are stable, have mitigation plans, and triggers have been defined. The only risk with a high exposure (#316) is “UOC ITN Review Periods take longer than planned”. No issues have been identified.



IV&V Assessment

May 2021 Observations

- **FX Core Project**

[Risk Rating] – 4/2021 **Green** 5/2021 **Green**

- The Project Management Plan is expected to be re-submitted for formal review by the end of next week. This coincides with the fact that the project schedule will be reviewed with the project team with expected re-baselining by June 17, 2021.
- CRAIDL items have been stable for 3 straight weeks.
- ITN is being drafted with iterative comments being added as the project team collaboratively adds reviewed comments.

- **FX Provider Services Module**

[Risk Rating] – 4/2021 **Green** 5/2021 **Green**

- With the approval of Project Change Request #77 on May 19, 2021, the project shifted procurement strategies from using NASPO to procure a PSM solution to developing an ITN. The change was managed in accordance with FX standards and the project team actively engaged in raising stakeholder awareness to the impending change.
- The FX EPMO is working with FX program leadership to establish a new baseline for the project schedule to accommodate the change in procurement platforms. In the interim, the project schedule was updated to version 2.01 with the replacement of NASPO related procurement activities with tasks for the development, routing, and posting of an ITN.
- The project team was successful in resolving four procurement scope related decisions in the review period. The resolution of these decisions provided the insights needed to continue developing the ITN without interruption.





Open Discussion / Member Updates

Mike Magnuson /
ESC Members



Upcoming Activities and Closing Remarks

Simone Marsteller, Secretary and FX Executive Sponsor

Upcoming Activities

Next Meeting

JULY 30th

- FX Program Updates
- Fiscal Year 21/22 ESC Planning
- Requirements for Provider and Core Modules



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FX Governance

Florida Health Care Connections (FX) Governance is organized into a two-tiered structure with specific roles and responsibilities delegated to each tier. The first tier consists of the Project Execution Layer, which has three components: FX Implementation Team, the Module Procurement Project Teams (overseen by the FX EPMO), and FX Program Administration. The FX Project Execution Layer has the responsibility for the prioritization of FX procurements, MITA compliance, and tactical support of active FX projects. The second tier consists of the Program Oversight Layer, which includes the FX Executive Steering Committee (FX ESC) with input from FX Program Administration and the Executive Office of the Governor (EOG) Workgroup on Data Sharing and Interoperability. The ESC is comprised of 15 members from multiple State of Florida agencies. More information can be found in the [FX Governance Plan \(S-1\)](#).

Executive Steering Committee Meetings

Materials from the FX ESC meetings will be posted below. These materials may include presentations, meeting summaries, and other documents used or referenced during the committee meetings. Materials are organized chronologically starting with the most recent event. Select the meeting date below to view associated documents and information.

Note: The Agency's FX program is an ongoing process that involves the preparation of specifications for upcoming contracts. In order to protect the competitive nature of future procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with vendors or their representatives, other than the SEAS Vendor, the IV&V Vendor, and the IS/IP Vendor, who are precluded from bidding on future FX contracts. Current information on FX will be made available on this Website and in public FX ESC meetings. These public meetings will be noticed in the [Florida Administrative Register \(FAR\)](#). You may subscribe to receive FAR notifications when notices are posted.

> Fiscal Year 2020-2021

