



EXECUTIVE STEERING COMMITTEE

April 20, 2022



OPENING REMARKS

Simone Marstiller, Secretary & FX Executive Sponsor

AGENDA



- FX Program Updates
- FX Module/Project Updates
- FX Focus: Integration Services/Integration Platform (IS/IP)
- Open Discussion/Member Updates
- Upcoming Activities/Closing Remarks



PROGRAM UPDATES

Mike Magnuson, FX Director

FX PROCUREMENT INTEGRITY STATEMENT



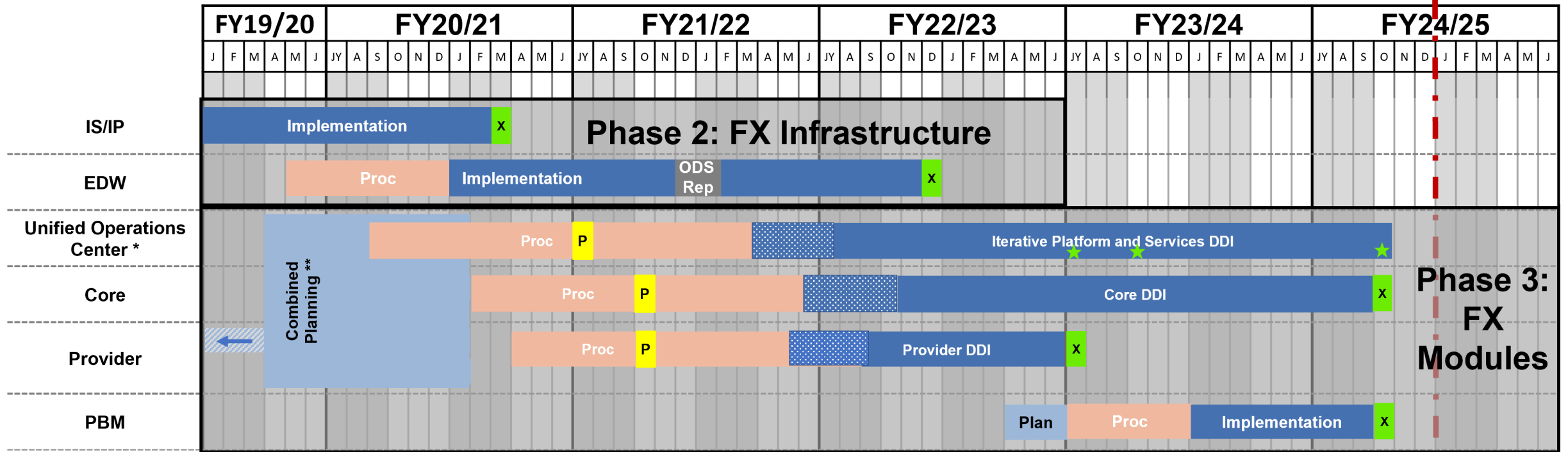
The Agency's FX Program is an ongoing process that involves the preparation of specifications for upcoming contracts. To protect the competitive nature of FX procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with vendors or their representatives, other than the Agency's SEAS Vendor, IV&V Vendor and IS/IP Vendor, who are precluded from bidding on future FX contracts. Procurements are subject to s. 287.057(25), Florida Statutes, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award.

FX STRATEGIC ROADMAP



FLORIDA HEALTH CARE CONNECTIONS

Deadline to resolve
Fiscal Agent contract



- Procurement – anticipated release (**P**)
- Integration between UOC and the Provider, Recipient (Oct 2023), Core, and PBM modules (★)
- * Recipient functionality will be included in UOC
- ** Combined Planning includes: UOC, Recipient, Core, Provider



Updated as of June 2021

FX SPEND PLAN FY 21/22



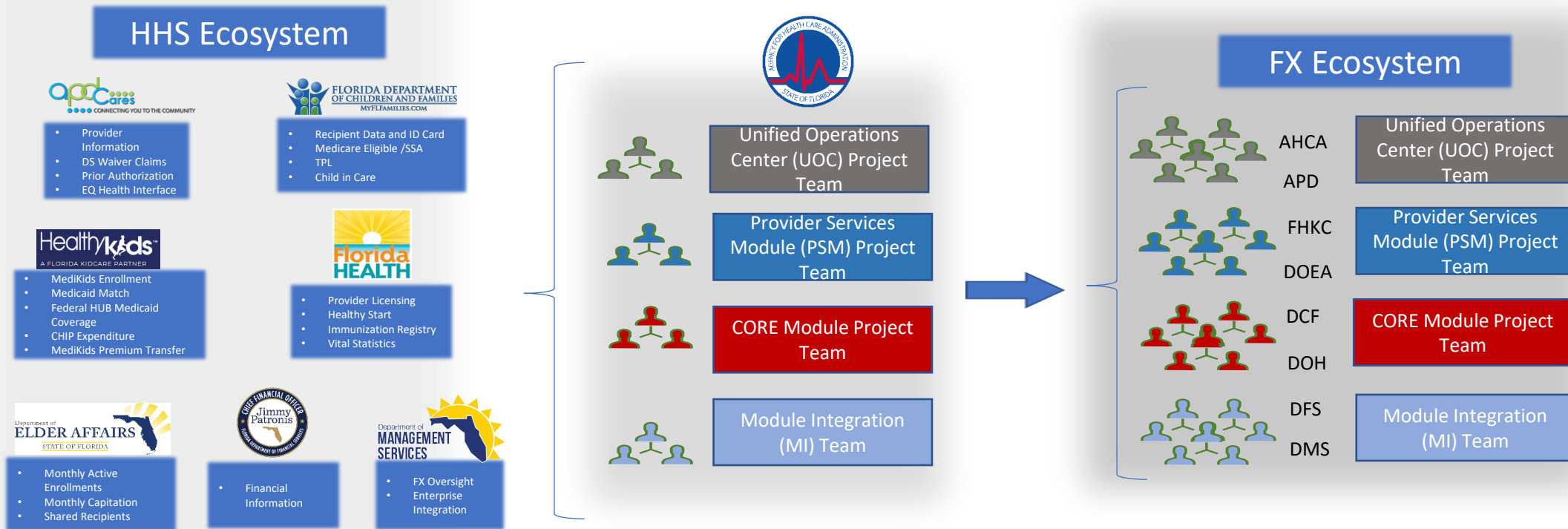
	Category	Appropriation	Quarters 1-4 Release Request	Variance
Phase 1	Strategic Planning, Program Management, and Project Management Activities	\$ 4,396,136	\$ 4,375,673	\$ 20,463
	Independent Verification and Validation Services	\$ 3,230,996	\$ 3,230,996	\$ -
Phase 2	Operations and Maintenance of an Integration Platform and Integration Services for Existing Systems and New Modules	\$ 15,351,837	\$ 15,340,107	\$ 11,730
	Implementation of an Enterprise Data Warehouse and Data Governance	\$ 21,261,573	\$ 21,261,573	\$ -
Phase 3	Core Fiscal Agent Procurement and Implementation	\$ 13,183,905	\$ 11,342,921	\$ 1,840,984
	Provider Module Procurement and Implementation	\$ 6,384,920	\$ 2,455,990	\$ 3,928,930
	Unified Operations Center	\$ 3,283,881	\$ 2,129,896	\$ 1,153,985
Total		\$ 67,093,248	\$ 60,137,156	\$ 6,956,092



INTERAGENCY SUBJECT MATTER EXPERTS (iSMEs) UPDATE

Alicia Dyer, FX Compliance & Communications

iSME COLLABORATION



- *Integrated Provider and Recipient Experiences across agencies*
- *Improve inter-agency business operations*
- *Architect future state vision together*
- *Aligned interagency modernization efforts*

- Collaboration Sessions
 - DOH
 - Future FX opportunities related to Provider Experience – held January 31, 2022
 - DCF
 - Recipient Experience kickoff – held March 9, 2022
 - Recipient Experience Workshop – focus on call center operations, scheduled April 25, 2022
- FX Module Integration Project
 - On April 15, 2022 FX reached out DCF, DOH, DOEA, FHKC and APD to initiate work sessions for FX Enterprise Portal ‘Single Sign-on’ features between our agencies
 - Upcoming – Data Interface / Exchange work sessions



FX PROJECT / MODULE UPDATES

Kurt Hartmann, FX IV&V Project Director
Independent Verification & Validation (IV&V)

IV&V ASSESSMENT: FX PROGRAM 3/2022 **GREEN**



- As a result of reductions in FY 2022-2023 budget appropriations for the program and its supplemental staffing request, IV&V has observed an increased risk to the overall success of meeting the mandated FX Program implementation date of December 2024.
- The FX Portfolio Management Team and the Agency is working on a draft preliminary spend plan for the upcoming fiscal year that aligns FX spending with allocated amounts from the FY 2022-2023 appropriation.
- The FX Program's focus on addressing organizational change management (OCM) and increased efforts to improve stakeholder's awareness of FX are ongoing.
 - This area is becoming increasingly important as the FX Program has progressed further into the DDI phase and more vendors and modules are being added to the FX Program.
 - Existing AHCA organization OCM activities include the facilitation of conversations with FX stakeholders, revising the FX OCM Methodology, and the launching of the FX Change Champion Network.
 - The Agency's OCM Team is working to establish collaborative workshops with external stakeholders such as the Florida Department of Children and Families.



- IV&V has observed that Agency leadership is engaged at all levels of the program which is critical for the success of a program the size of FX.
- The FX Program has facilitated sessions to work on program strategy and discuss overall governance. The sessions focused on the following:
 - Clarifying project roles to update the Program's Responsibility, Accountable, Consult, and Informed (RACI) Matrix
 - Develop a strategy for improving collaboration among the various vendors
 - Ensure that the current FX governance structure is sustainable and effective for a multi-vendor FX future state

IV&V ASSESSMENT: DASHBOARD



	Overall Assessment	Highlight
Enterprise Data Warehouse Implementation	GREEN	As of March 31, 2022, the ODS Soft Launch Go-Live has been delayed 19 business days and the Agency has paused Readiness Reviews while strategy for Go-Live is decided.
IS/IP Module Integration	GREEN	Task Order 0004-Integration Services was approved and kicked off on February 1, 2022. This task order is to be a foundational component of the MI Project. Although the project team has made significant progress towards completion, the team has experienced some challenges with initiation and planning efforts such as obtaining approval for a baseline schedule and the project management plan.
Unified Operations Center Procurement	N/A	No assessment while in negotiations.
Provider Services Module Procurement	N/A	No assessment while in negotiations.
Core Systems Procurement	N/A	No assessment while in negotiations.
CMSI Patient Access Rule Implementation	N/A	The project does not officially start until the FX-EDW-Task-Order 0002 and FX-ISIP-Task-Order 0005 are approved. The Agency is working diligently on executing the Task Orders with a focus on reviewing the requirements and the expected outcomes.

IV&V ASSESSMENT: Background Information by Project

IV&V WILL NOT PRESENT THE CONTENT FOLLOWING THIS PAGE. IT IS INFORMATIONAL PURPOSES ONLY AND CAN BE PROVIDED AS BACKGROUND INFORMATION.



IV&V ASSESSMENT: FX PROJECTS

FX Enterprise Data Warehouse

[Risk Rating] - 2/2022 **Yellow** 3/2022 **Green**

- As of March 31, 2022, the ODS Soft Launch Go-Live has been delayed 19 business days and the Agency has paused Readiness Reviews while strategy for Go-Live is decided (FX Decision EDW-0123). The EDW Vendor presented critical path options for consideration in planning for ODS Soft-Launch.
- Current open project issues focus on (1) extended deliverable review and approval cycles, (2) communication disruption during the ODS FMMIS data load which has resulted in the third issue, and (3) delay of the EDWI Solution implementation date.
- The March 31, 2022, Project Schedule reports an overall 16-day finish variance for the EDWI Go-Live. The here's a one for one day finish variance depending on the approval of the PD-9: System Design Document. The EDW Vendor will look for opportunities to bring the finish variance in after the ODS Soft launch decision is made (FX EDW-013).

FX Module Integration

[Risk Rating] – 2/2022 **Green** 3/2022 **Green**

- Task Order 0004 – Integration Services and FX Enterprise Portal (ISEP) kicked off on February 1, 2022.
- The project team is working without an approved baselined project schedule and project management plan.
- Efforts to integrate the EDW Vendor's solution with the FX Enterprise SSO and FX Net cloud interconnectivity are underway.
- The project team is making progress on requirements and design for the FX Enterprise Portal and gathering data and performing analysis for future interface migrations from the legacy system (FMMIS) to the FX Enterprise.



FX FOCUS



INTEGRATION SERVICES/ INTEGRATION PLATFORM (IS/IP)

Tracy Feliciani, Accenture Account Manager for IS/IP

IS/IP OVERVIEW



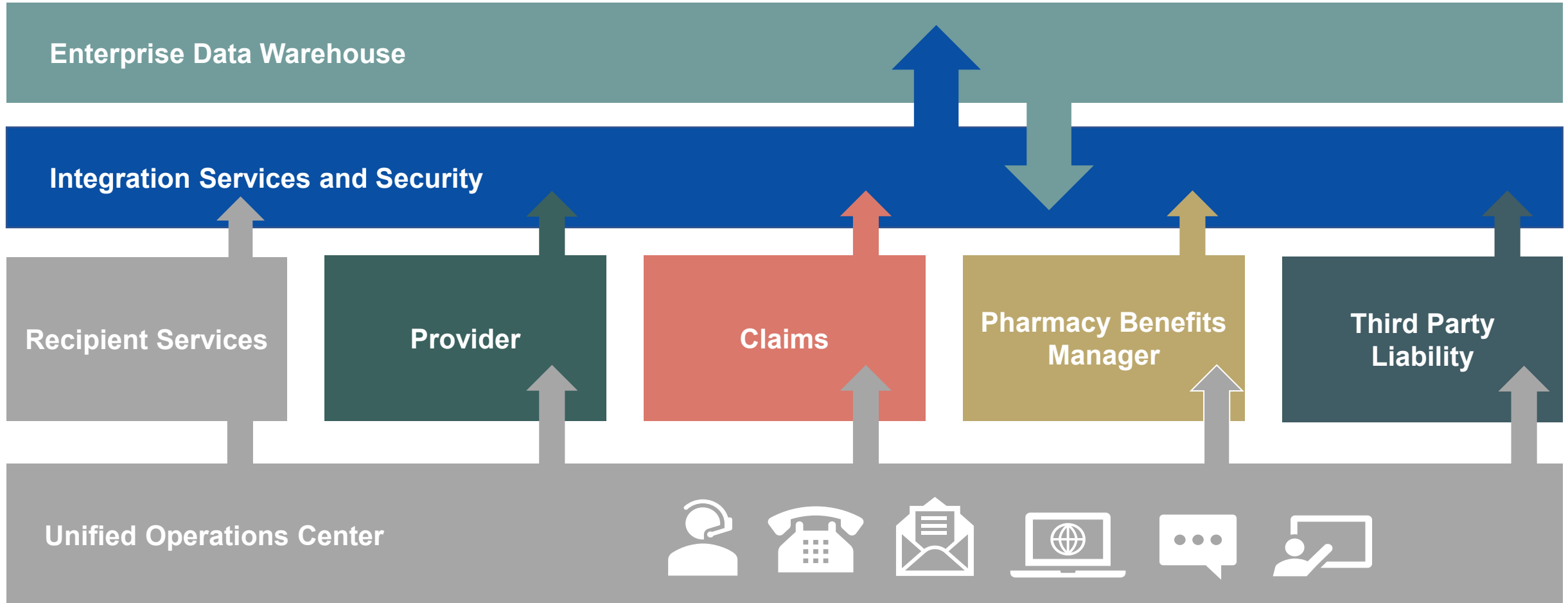
- Foundational technical platform and integration services which will enable the transformation from the monolithic Medicaid system to FX.
- The enterprise integration capabilities allow Agency systems to be much more efficient in sharing data and services between systems within AHCA and other agencies.
- The Integration Services function will orchestrate and coordinate the connection to and communication paths with FX by integrating into the Integration Platform.

IS/IP OVERVIEW

- Current Live IS/IP Platform Components:
 - Enterprise Application Lifecycle Monitoring
 - Enterprise Service Bus
 - Master Person/Organization Index
 - Single Sign-on
 - Enterprise Business Rules Engine



IS/IP OVERVIEW - FX MODULE COMPONENTS & SERVICE LAYERS



IS/IP OVERVIEW - BENEFITS

Prior to IS/IP Implementation

- Point-to-point to/from system integrations
- Multiple sign-on/authentication solutions
- Minimal testing of business rule changes
- Batch file interfaces
- Proprietary data interface formats

Enabled with IS/IP

- Real-time data requests
- Standardized data names and types
- Single source of policy/business rules
- Real-time identity matching
- Consolidated threat and vulnerability monitoring
- Single Sign-on and authentication solution



Upgrade components with fewer enterprise-wide disruptions



Avoid vendor lock-in



Improved user login experience






Improves the accuracy and speed of data sharing internally and with sister agencies

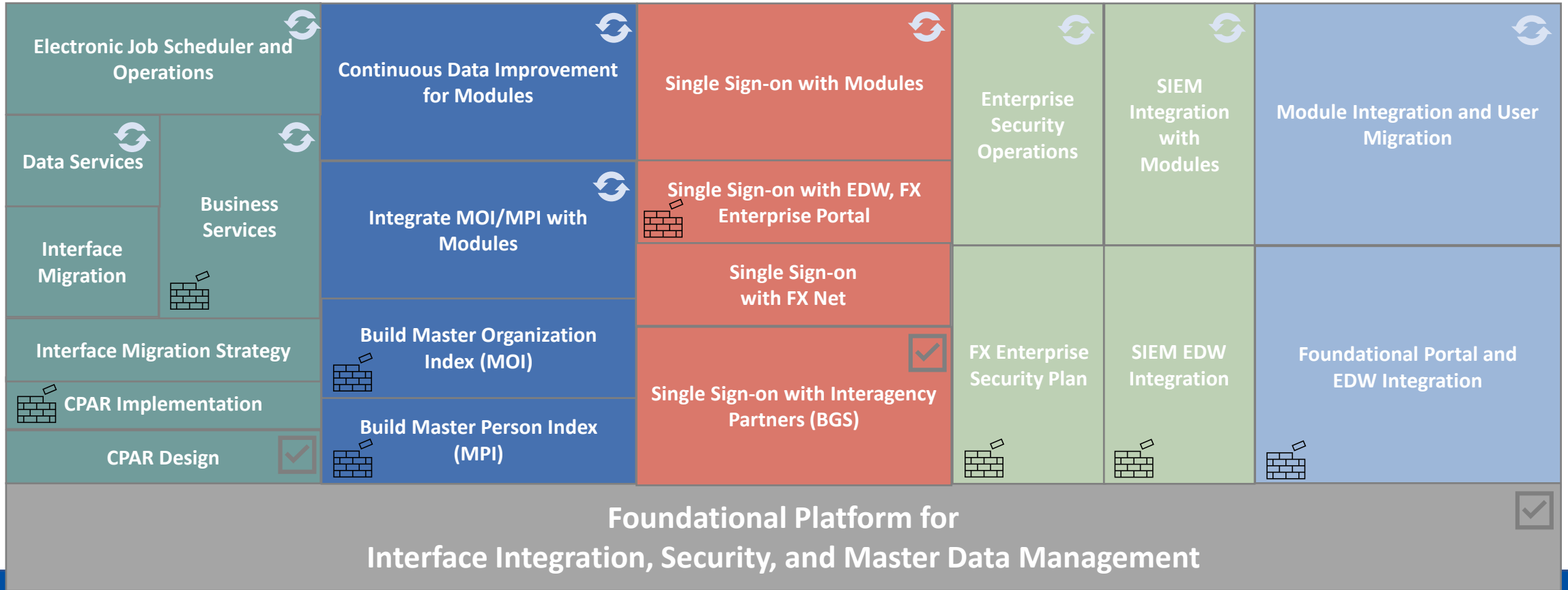


Identify duplicate providers

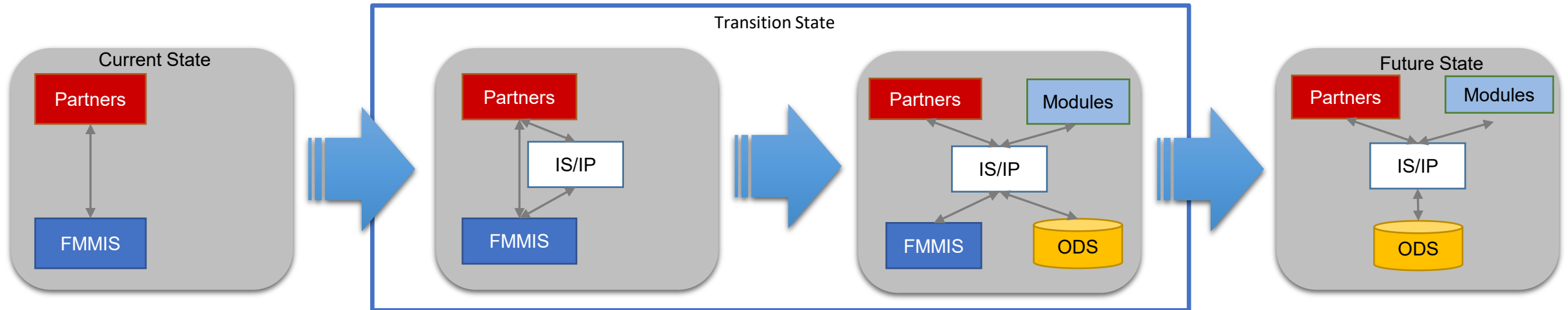
INTEGRATION SERVICES BUILD UPON THE PLATFORM

FX Future State – December 2024

-  Complete Activities
-  Repeat Activities
-  Build Upon Activities



IS/IP MI: INTERFACE TRANSITION APPROACH OVERVIEW



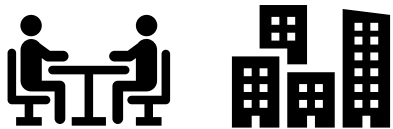
IS/IP MODULE INTEGRATION (MI) OVERVIEW



~ 350*

Total Approximate Interfaces

External Partner
Interfaces



Interface Count*

147

State Partner
Interfaces



Interface Count*

100

Federal Partner
Interfaces



Interface Count*

44

Internal
Interfaces

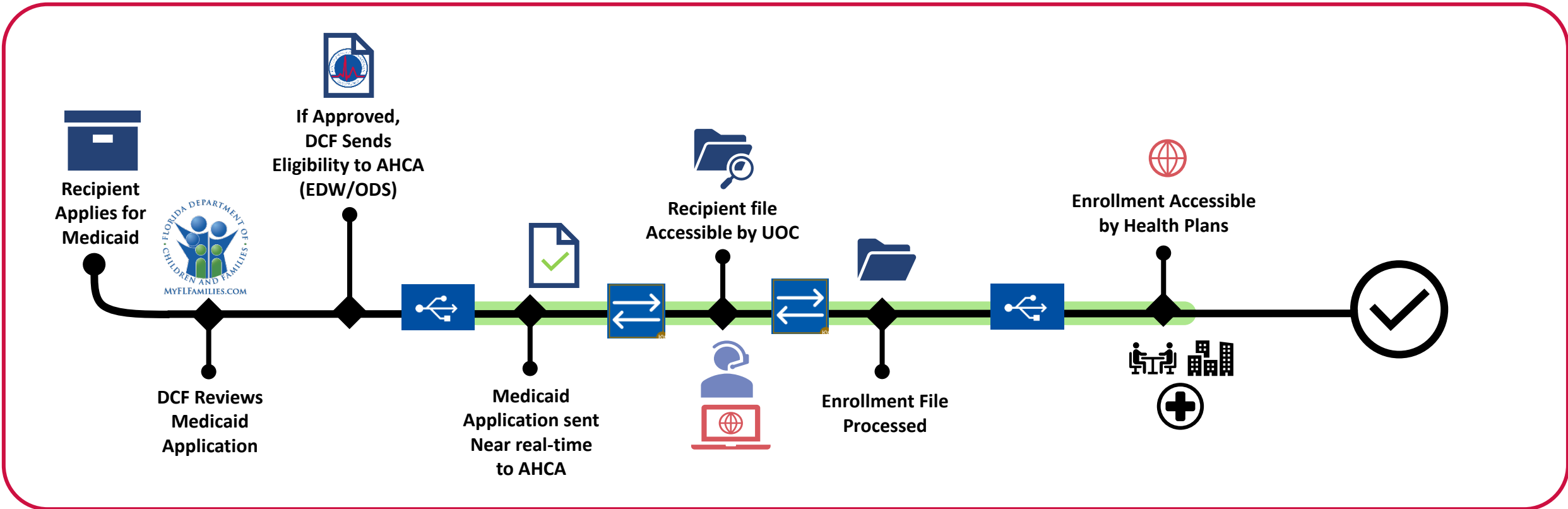


Interface Count*

59

* Number of FMMIS Interfaces are approximated and may not reflect all interfaces currently in use.

RECIPIENT ENROLLMENT PROCESSING WITH IS/IP



Integration Services

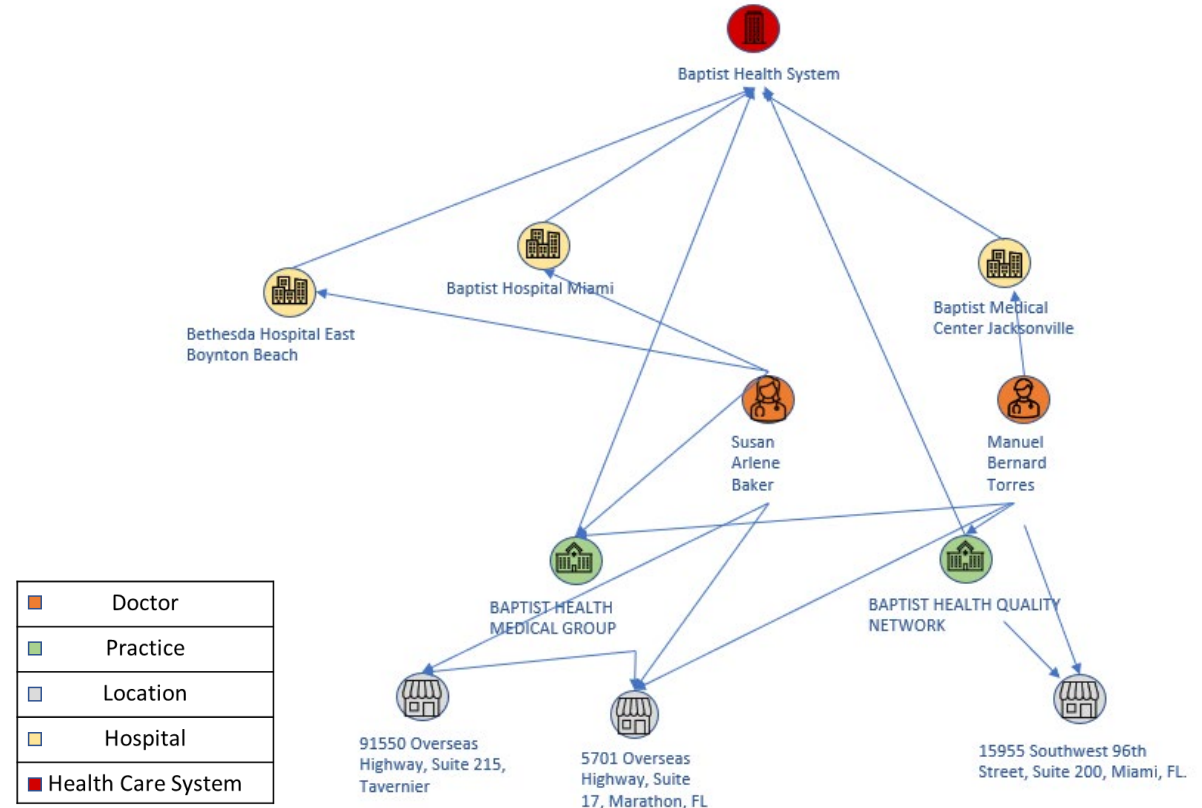
Integration Platform



MASTER DATA MANAGEMENT OVERVIEW



- Provides a 360-degree view of information by linking data about recipients and providers.
- Aggregates information from multiple sources identifying overlapping, redundant, and inconsistent data from Medicaid modules and systems.



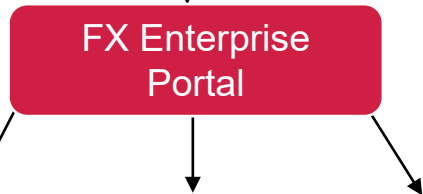
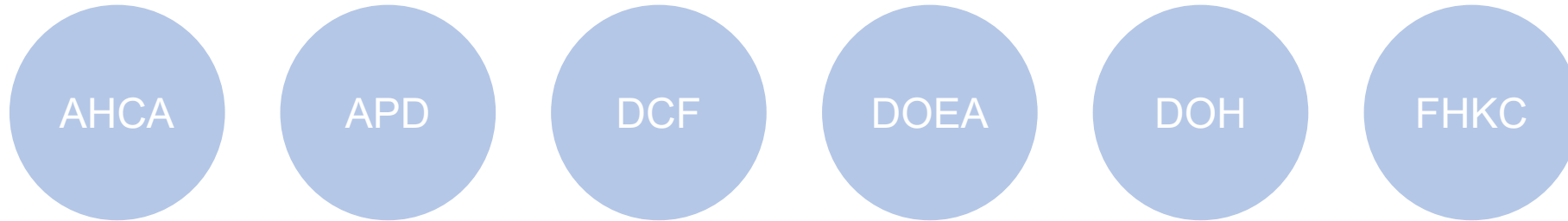


FLORIDA HEALTH CARE CONNECTIONS

IS/IP SINGLE SIGN-ON OVERVIEW

- Internal and external users can securely access applications using a single identification and password.
- Federation is at each Agency level, reducing AHCA's administrative burden.

EDW - Interagency users using their Agency Username and Password




IS/IP ENTERPRISE PORTAL DESIGN - DRAFT



FLORIDA HEALTH CARE CONNECTIONS

[Back to Homepage](#)



Log In

Lorem Ipsum content about what, for who and how this works

Username / Email*

Password*

LOG IN

[Forgot username or password? Reset here](#)

New user?

SIGN UP

[Back to Homepage](#)



Welcome John Doe!

[Applications / Modules](#)

[Self-Service](#)

[User Preferences](#)

[Need a role? Request here](#)

[Log out](#)

Search

Language

Important News

- NEWS CONTENT HOOK this is a link content based on needs and requirements. 04/01/22
- NEWS CONTENT HOOK this is a link content based on needs and requirements. 3/31/22
- NEWS CONTENT HOOK this is a link content based on needs and requirements. 3/27/22

Updates

- UPDATES CONTENT HOOK this is a link content based on needs and requirements. 04/01/22
- UPDATE CONTENT HOOK this is a link content based on needs and requirements. 3/31/22
- UPDATE CONTENT HOOK this is a link content based on needs and requirements. 3/27/22

Modules

- Core
- Enterprise Data Warehouse
- Pharmacy Benefit Management
- Provider Services
- Unified Operations Center

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Better Health Care for All Floridians



OPEN DISCUSSION/ MEMBER UPDATES

ESC Members



UPCOMING ACTIVITIES & CLOSING REMARKS

Simone Marstiller, Secretary & FX Executive Sponsor

NEXT ESC MEETING – FISCAL YEAR (FY) 21/22



Dates*	Discussion or Review/Approval Items*
May 25, 2022	<ul style="list-style-type: none">• FX Program Updates<ul style="list-style-type: none">• Budget• Roadmap• Procurement• Advance Planning Document• FX Focus: Enterprise Data Warehouse

** Dates and items may be subject to change.*

ESC MEETING – LOOKAHEAD FY 22/23



Dates*	
July 20, 2022	January 18, 2023
September 21, 2022	March 29, 2023
November 16, 2022	May 24, 2023

** Dates may be subject to change.*

CLICK ON THE FLORIDA HEALTH CARE CONNECTIONS BUTTON @ahca.myflorida.com



The screenshot shows the homepage of the Florida Agency for Health Care Administration (AHCA). At the top left is the AHCA logo and the text 'AGENCY FOR HEALTH CARE ADMINISTRATION'. To the right is a search bar. Below this is a navigation menu with links: HOME, ABOUT US, MEDICAID, LICENSURE & REGULATION, FIND A FACILITY, and REPORT FRAUD. A secondary navigation bar includes: Home, About FX, Meetings, FAQs, Resources, and Contact Us. The main content area features the FX logo, the headline 'Connecting and Modernizing Medicaid Technology', and a cluster of icons representing various healthcare services. Below the headline is a paragraph: 'The Florida Agency for Health Care Administration is modernizing its approach to overall Agency functions in order to build better connections to relevant data sources and programs, and improve health care options and outcomes. This initiative, known as Florida Health Care Connections (FX), is a multi-year transformation to enhance the provider and recipient experience, improve access to health care data, and enhance data integration between State of Florida agencies.' This is followed by the 'FX Vision' section: 'Transforming Florida's Medicaid Enterprise to provide the greatest quality, the best experience, and the highest value in health care.' The 'FX Guiding Principles' section lists eight principles in a grid:

- Enable high-quality and accessible data
- Improve health care outcomes
- Reduce complexity
- Improve integration with partners
- Use evidence-based decision-making
- Improve provider and recipient experiences
- Enable good stewardship of Medicaid funds
- Enable holistic decision-making rather than short-term focus



CONTACT US

FXProjects@ahca.myflorida.com



APPENDIX

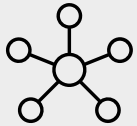
IS/IP OPERATIONS & MAINTENANCE (O&M)



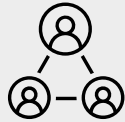
- Perform activities necessary to meet performance requirements
- Upgrade and maintain software to the most recent versions
- Perform critical patch updates to systems
- Implement new configuration settings and service modifications
- Maintain audit logs, programs, and documentation
- Perform Annual Disaster Recovery



207 Servers



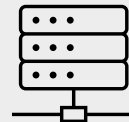
2 Sites



8 Environments
120+ Users



28 Software Packages
203 installations



49 Network
Components



13 Databases



~200 Platform
Changes



FLORIDA HEALTH CARE CONNECTIONS

IS/IP O&M PERFORMANCE METRICS - MARCH

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

Key Updates

- Completed FX IS/IP Disaster Recovery Testing
- Deployed new Jira Request for Change and FX Portal Agile Development projects to Production
- Completed Production and Disaster Recovery Bitbucket v7.17.5 upgrades
- Provided O&M onboarding and Application Lifecycle Monitoring support for FX_ISIP-004 Task Order teams

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.

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 Performance

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.

Legend: Performance Metrics met. Performance Metrics not currently active. Performance Metrics not met.