

**Department of Human Services
Information Technology Committee
Representative Mark Owens, Chairman
December 15, 2015**

Chairman Owens, members of the Information Technology Committee, I am Jenny Witham, Director of Information Technology Services for the Department of Human Services (DHS). I appear before you to provide the startup report related to the Eligibility Systems Modernization Project and the status of the implementation of the Medicaid Management Information System replacement.

Eligibility Systems Modernization Project Start-Up Report

Please see [attached report](#).

Medicaid Systems Project – Post Production Update

The ND Health Enterprise Medicaid Management Information System (MMIS) implementation has generally gone well and DHS is completing an anticipated three month operations stabilization period. Eleven provider payment cycles have been completed with \$178.3 million being paid to ND Medicaid providers, Children's Health Insurance Plan providers and Health Plans and \$43.4 million paid for the regular monthly Medicaid Expansion premium payments.

As expected with an implementation of this magnitude, there have been system issues. The Medicaid providers have been very understanding and the Department is working to correct all issues as quickly as possible.

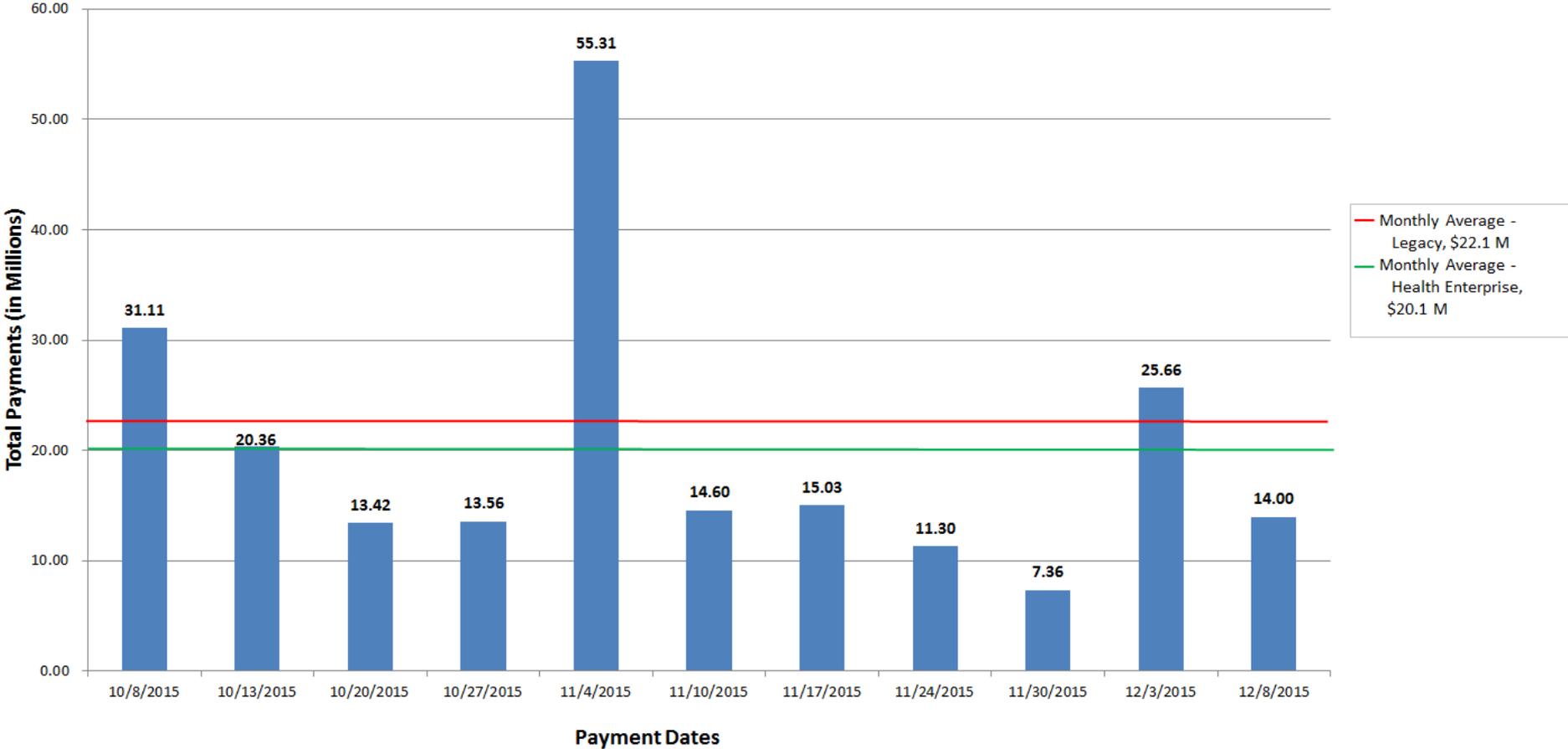
The state has also contracted with Xerox for a provider call center. The call center is working through high call volume and state staff is

continuing to provide education and training to call center staff so they can best serve Medicaid providers and reduce wait time associated with these high call volumes.

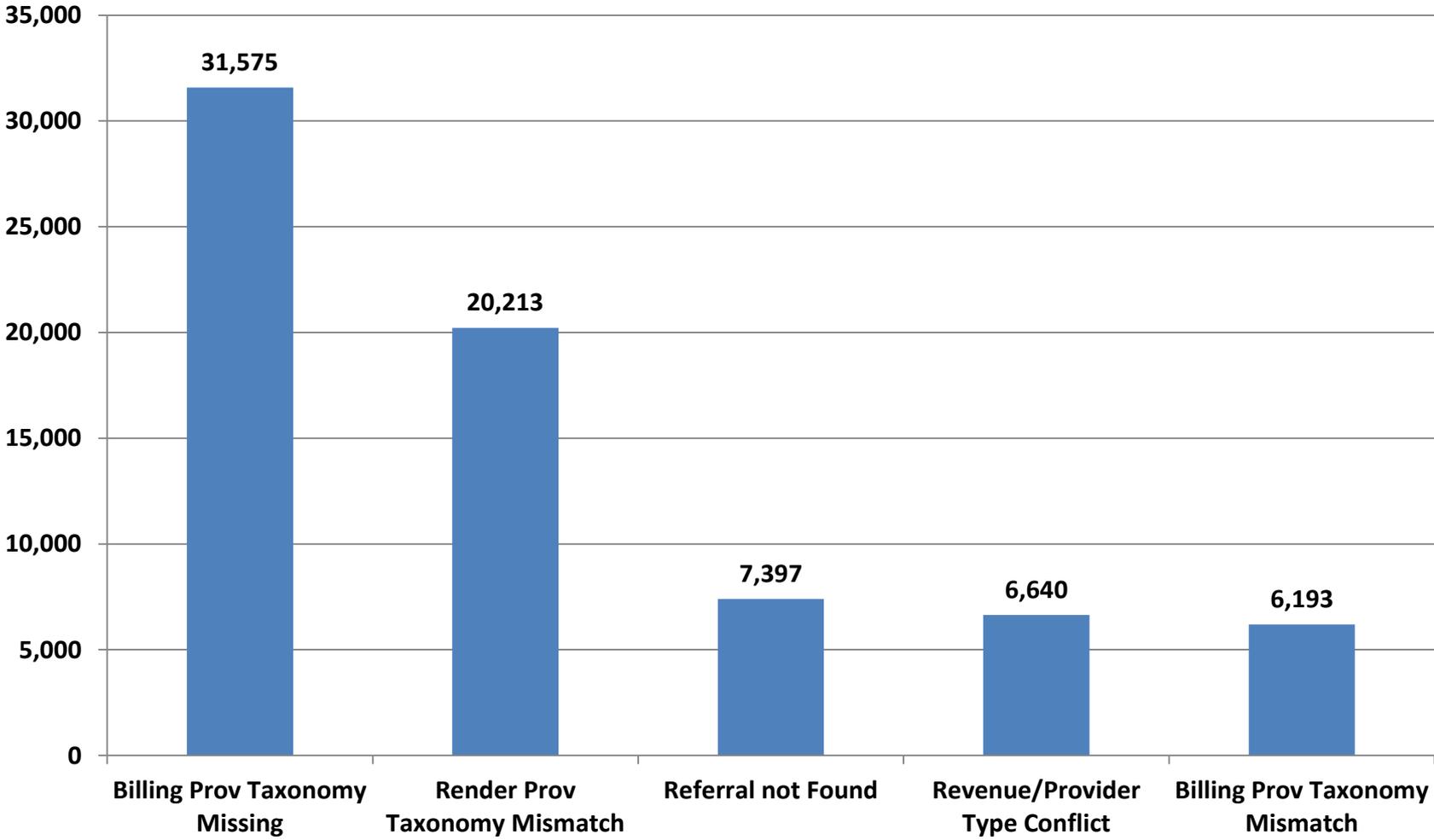
If you have any questions, I would be happy to address them at this time.

Payment Summary

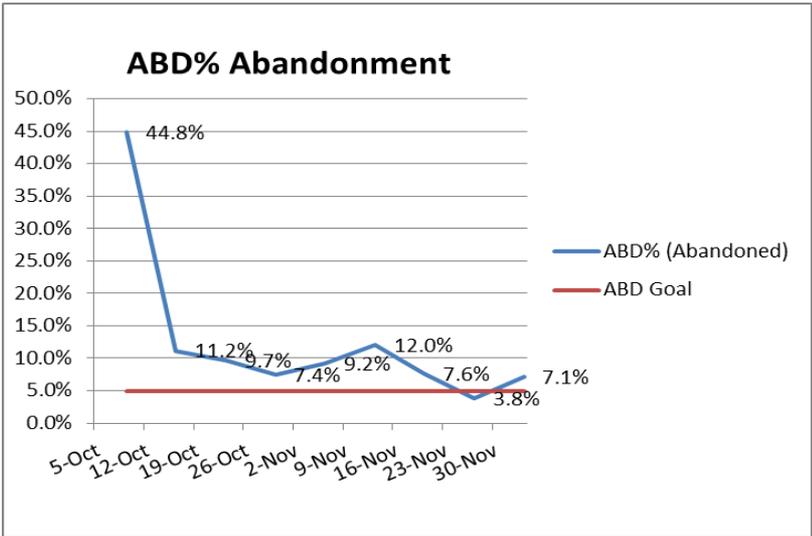
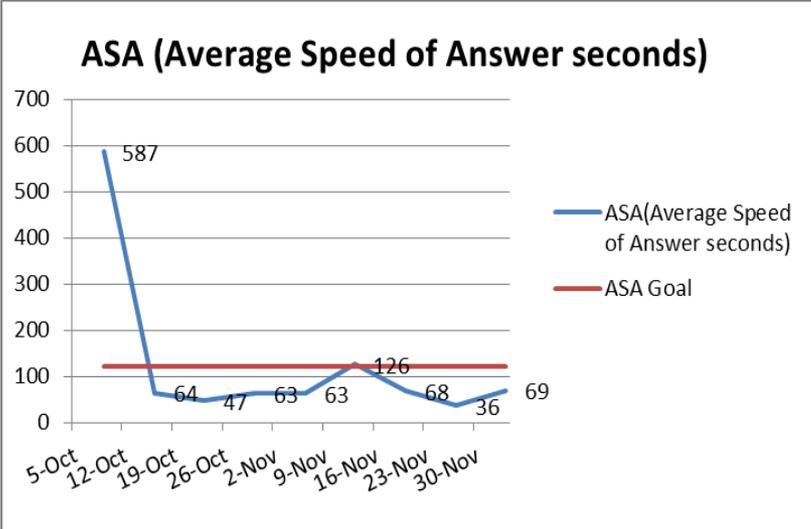
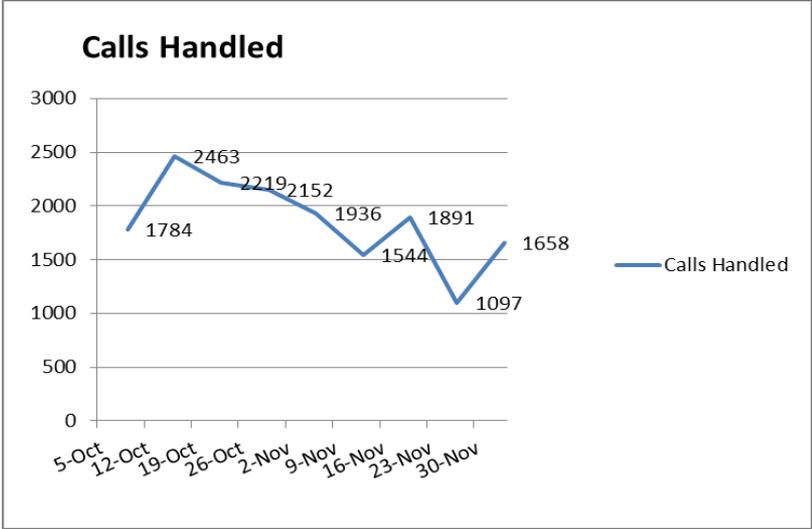
Medical Expenditures 10/8/2015 - 12/8/2015



Top 5 Reasons for Denial



Call Center Service Levels



Plan in place to improve overall call Center performance

- State approved call scripts
- Focus on accuracy and quality of responses
- Additional training of call center agents