



Florida Health Care Connections (FX) Executive Steering Committee (ESC)

October 29, 2024



FX Procurement Integrity Statement

The Agency's FX Program is ongoing and 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 Integration Services/Integration Platform (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.





Review Previous Meeting Action Items and Decisions





Opening Remarks

**Brian Meyer | Medicaid Director &
FX Executive Sponsor & Chair | AHCA**



Roll Call

FX@ahca.myflorida.com

Agenda



Topic	Objective	Speaker(s)	Approx. Duration
Opening Remarks & Roll Call	<ul style="list-style-type: none"> Review open action items and decisions from last meeting 	Arabella Reeves / Brian Meyer	5 minutes
FX Program Updates	<ul style="list-style-type: none"> Review status Review outcomes 	Mike Magnuson / Jason Kelly	10 minutes
FX Finance & Contracting Updates	<ul style="list-style-type: none"> Review financials Review vendor scorecards, reports, and notifications Review contract changes (if applicable) 	Angie McKenny	10 minutes
Change Requests & Decisions (includes public comment)	<ul style="list-style-type: none"> Decision: Informatica License Adjustment to FX Roadmap Replan Decision: Governance Escalation Criteria 	Tracy Feliciani Arabella Reeves	25 minutes
FX Independent Verification & Validation (IV&V) Assessment	<ul style="list-style-type: none"> Review FX Program observations Review findings and recommendations 	Terry Sanderson	5 minutes
Other Items & Closing Remarks	<ul style="list-style-type: none"> FX SAS advisory workgroup update(s)/recommendation(s) Review statutory recommendation(s) Review action items Review next meeting date 	Mike Magnuson	5 minutes





FX Program Updates

Mike Magnuson | FX Director | AHCA



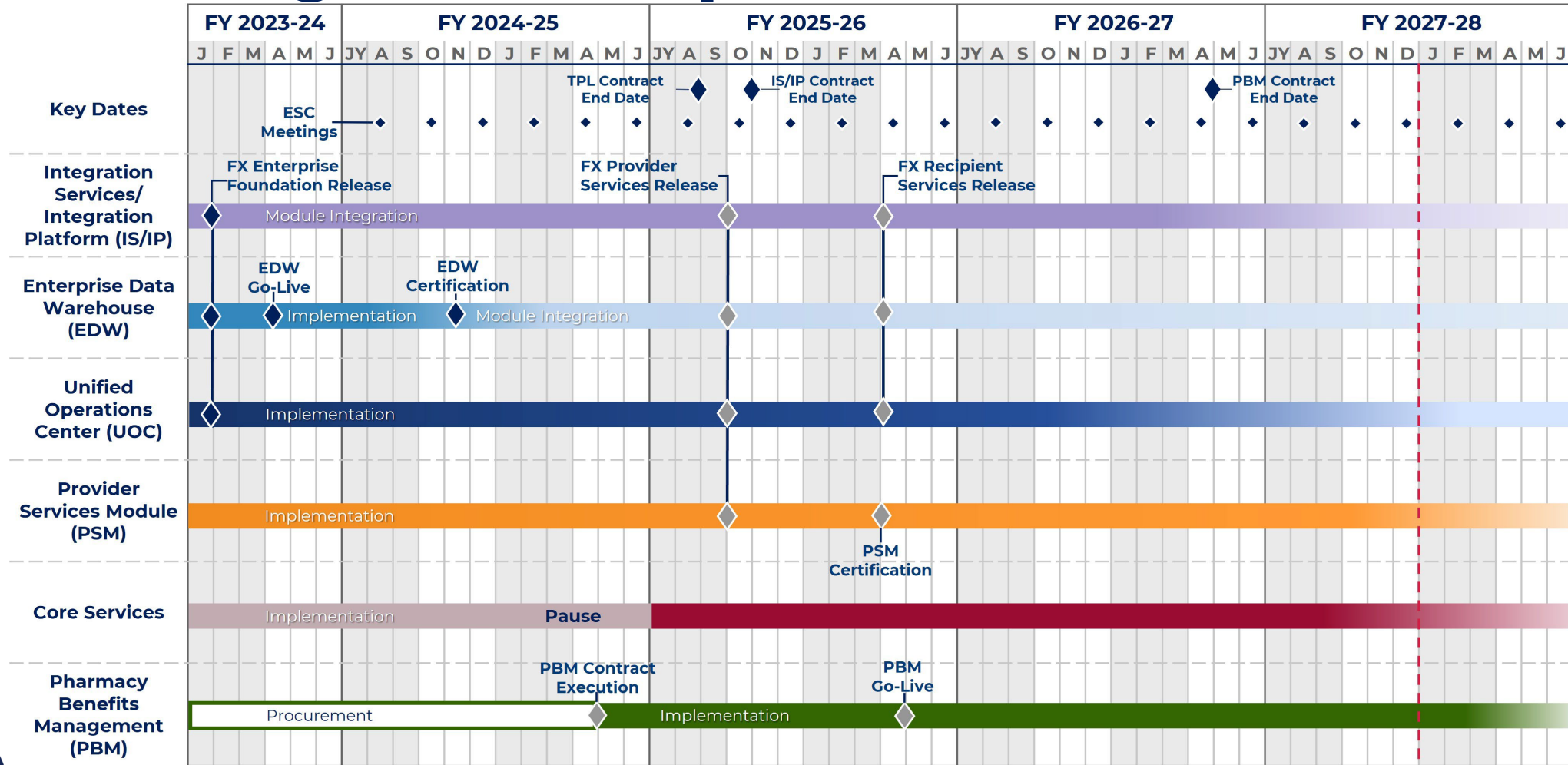
Since Last ESC on August 27th

- ❑ Staffing:
 - Five (5) position reclasses routing for executive approval
 - Three (3) positions currently scheduling interviews
 - Two (2) open advertisements
 - Three (3) positions on-deck to be advertised
 - One (1) new position vacant
- ❑ Established remaining Continuing Oversight Teams
- ❑ Kicked off FX's two advisory working groups
 - ❑ FX Program Finance and Contracting Advisory Working Group on 9/11
 - ❑ FX State Agency Stakeholder Advisory Working Group kickoff meeting on 10/16
- ❑ Baselined schedules on 9/30 to align with FX Strategic Roadmap





FX Strategic Roadmap – Phase 3



◆ Baselined Milestone Date ♦ Forecasted Milestone Date
 FX-Strategic-Roadmap-240625-100

Authorized FA June 2024
 Contract Extension



FX Program Status Overview

October 21, 2024

Green



The overall program assessment is **Green**.

Roadmap

	FX Ent Foundation (Feb '24)	In Production
	FX Provider Services (Nov '25)	Schedule approved and baselined
	FX Recipient Services (May '26)	In Progress, on schedule
	FX Pharmacy Benefits Mgmt. (PBM) Procurement (Apr '25)	Paused pending Georgia National Association of State Procurement Officials (NASPO) decision

Status & Accomplishments

- The PSMI schedule was conditionally approved and baselined, with a planned release date of November 2025. The schedule was resubmitted on 10/17/2024 for full approval.

Blockers

- FX PBM Procurement is paused pending GA NASPO decision.


Next Steps


- Draft Project Change Request (PCR) with impact analysis for Provider ID solution based upon Agency decision (PSMI-D-028).
- Module Integration (MI) to complete cross-schedule integration analysis and set external links to track cross-project key milestones for program slippage.
- Recommend that the Agency re-baseline the PBM Procurement schedule.



 Completed

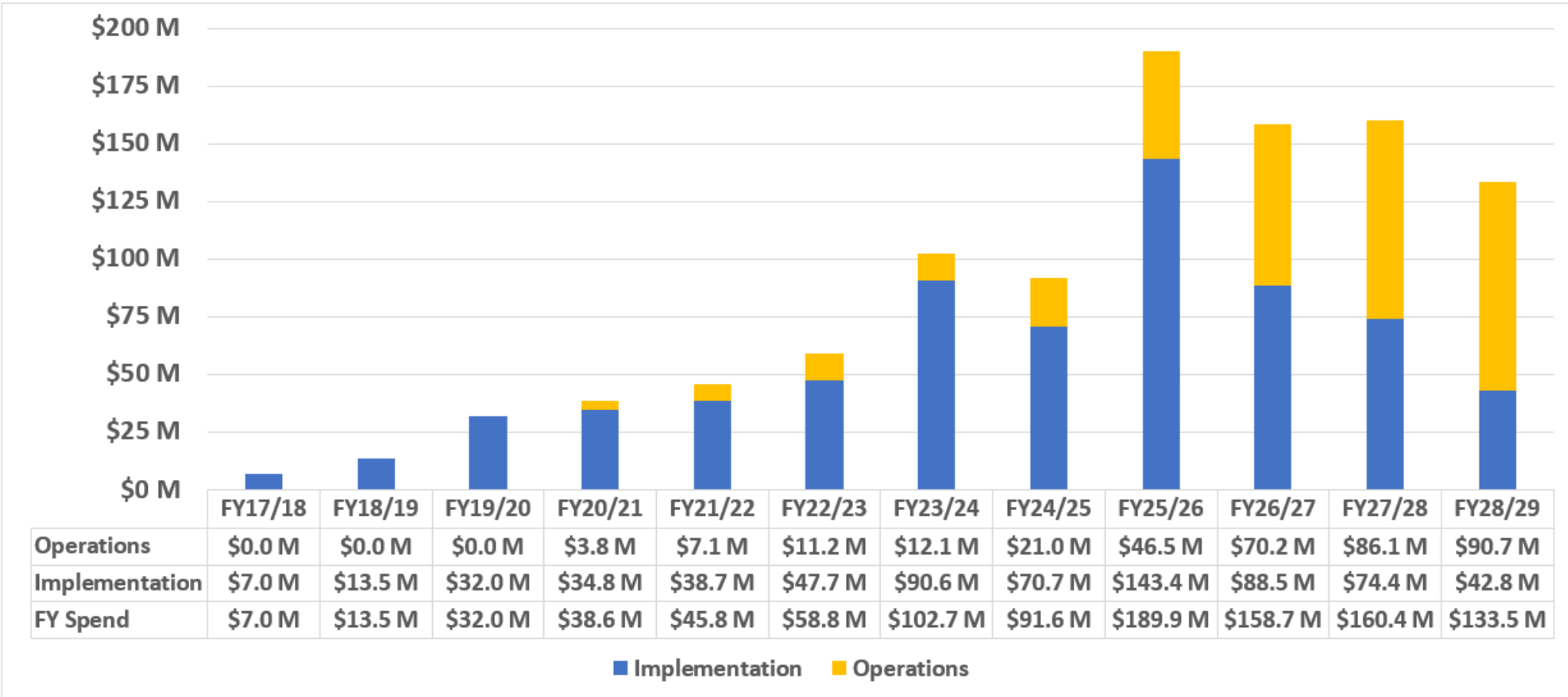
 On schedule

 14 – 30 days

 30+ days



FX Spend by Fiscal Year (as of 9/30/2024)



FY 17/18 to FY 23/24 reflect actual spend
 FY 24/25 is a combination of actual and estimated spend

FY 25/26 to FY 28/29 reflect estimated spend





FX Program Outcomes

Jason Kelly | Director Technology and Consulting | PCG





Program Governance Finding FXFR-02-C

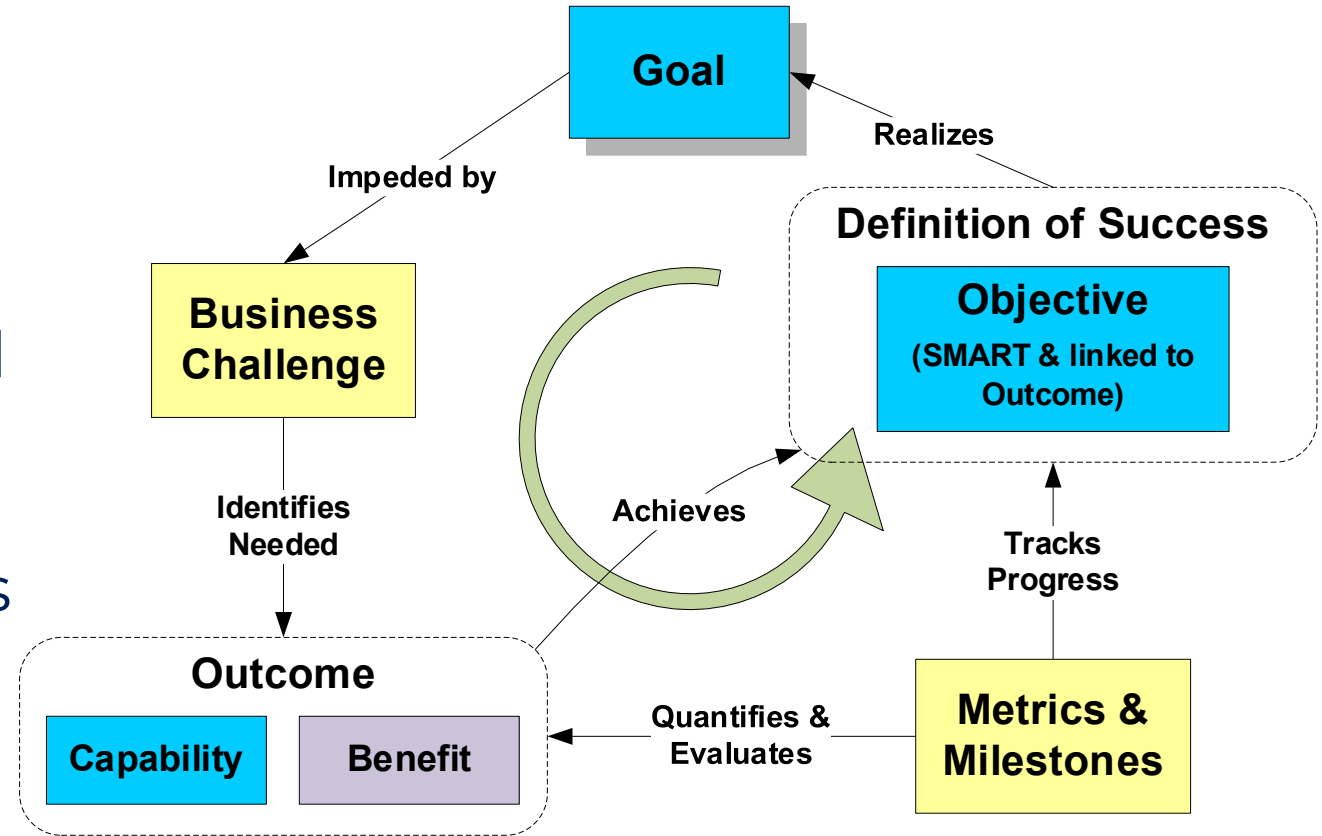
- Define Program Outcomes, Objectives, and Metrics:
 - Clearly articulate the Program objectives and success metrics for FX
 - Align with business goals for operational efficiency, service quality, and regulatory compliance
- Describe performance monitoring for the Outcomes and Objectives
 - Regular reporting to stakeholders
 - Tracking metrics and performance indicators
 - Conducting periodic reviews to assess progress
 - Identifying areas for improvement





Framework for Achieving Goals

- Outcomes define measurable improvements to a business challenge that impedes a goal
- Metrics & Milestones provide evidence whether the intended outcomes are achieved
- Success is defined by S.M.A.R.T. Objectives linked to the metrics & milestones





FX Goals & Outcomes

FX Program Goals	Outcome
Improve Recipient Experience	Collect, manage, and distribute recipient information in a consolidated, centralized manner that minimizes the time and effort required from recipients
Improve Provider Experience	Collect, manage, and distribute provider information in a consolidated, centralized manner that minimizes the time and effort required from providers
Improve Integration with Partners	Share and exchange data with all partners electronically in a consolidated, centralized manner, resulting in fewer data errors and faster processing times
Reduce Complexity	Perform business activities based on explicit, easy-to-reference rules and procedures, resulting in fewer errors, delays, or unexpected results
Make Data-Driven Decisions	Identify appropriate enterprise-level needs and priorities and collect and analyze all necessary data to support decision-making, resulting in faster decision-making with fewer changes





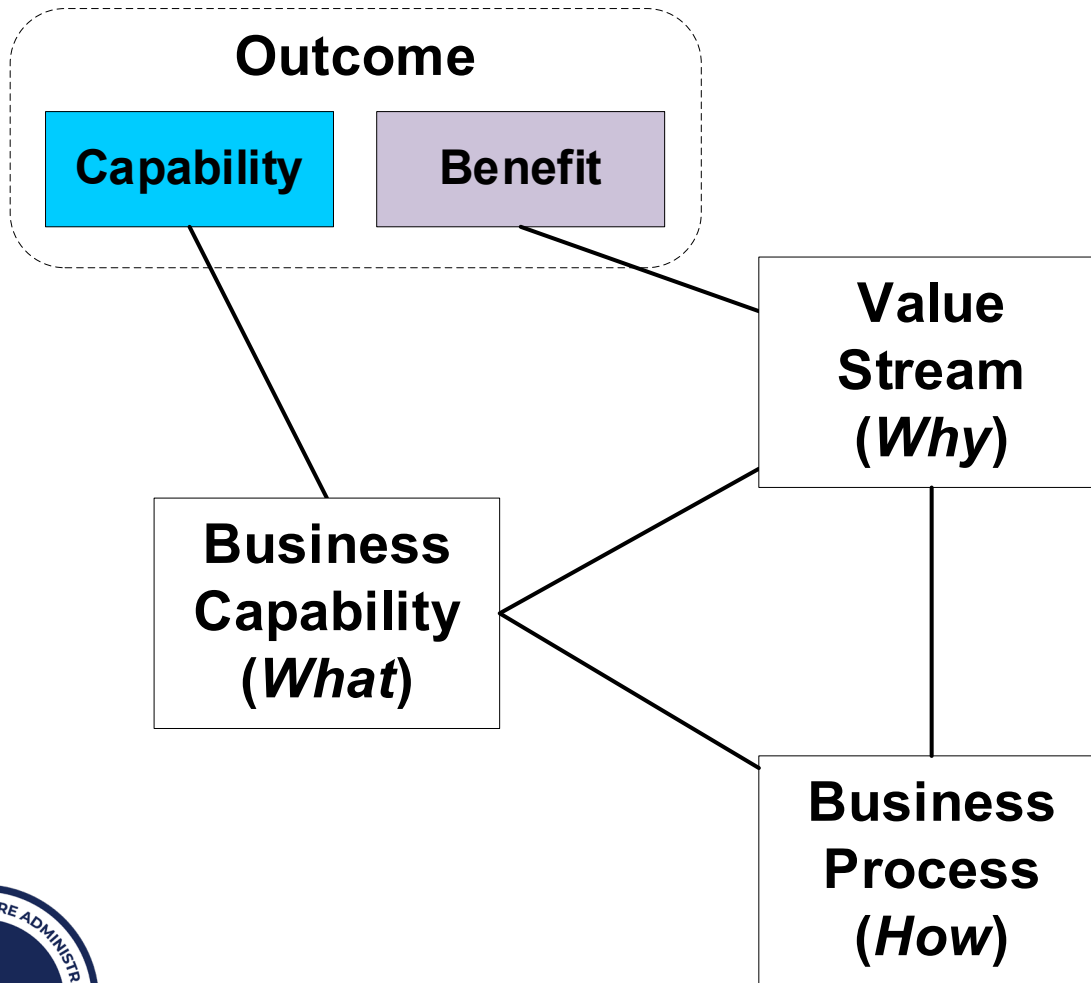
Future Applications

- Apply the standardized, outcome-based framework to focus on FX modules, strategic priorities, and guiding principles
 - Define measurable Outcomes/Objectives for each step in the high-level Provider experience using this approach
 - Define measurable Outcomes/Objectives for module goals and what they deliver
- Framework-derived benefits contribute to Benefits Realization
 - Establish clear traceability and relevance between benefits, outcomes, and objectives
 - Help standardize development and reporting of benefits and metrics across modules





Introduce Value into the Architecture



- Value streams describe value creation from the stakeholder perspective
- Business Capabilities represent what the business needs to be able to do to create/deliver value to stakeholders
- Business Processes organize the activities necessary to create value



Piloting MITA Transformation

- FX team members serve on CMS workgroups leading the transformation and evolution of MITA
 - MITA Governance Board
 - MITA NextGen Workgroup
 - State Self-Assessment Workgroup
- The FX business architecture will be a pilot/proof of concept showing how Medicaid business architecture can be more practical, value-driven, and outcomes-based.





Aligned with MITA 4.0

- The FX value- and outcome-based business architecture aligns well with CMS's vision for the future of MITA
 - MITA 4.0 Vision – MITA 4.0 will align business and information technology strategies to enhance administration, compliance, and operations of the Medicaid program, enabling the achievement of enterprise goals and objectives.
 - NextGen Vision – States achieve measurable improvements in Medicaid operations and outcomes by and for stakeholders through a standardized, dynamic, user-friendly framework for the Medicaid enterprise.





FX Finance & Contracting Updates

Angie McKenny | FX Contract Manager | AHCA



FY 23/24 FX Spend Plan (through September 2024)

Phase	Category	Appropriation	Fiscal Year Spend	Variance
1	Strategic Enterprise Advisory Services	\$ 9,746,662	\$ 9,746,661	\$ 1
	Independent Verification and Validation Services	\$ 3,230,996	\$ 2,981,912	\$ 249,084
2	FX Operations and Maintenance (IS/IP, EDW, Enterprise Software/Services)	\$ 56,160,787	\$ 46,534,391	\$ 9,626,396
3	Core Implementation	\$ 37,430,069	\$ 15,491,973	\$ 21,938,096
	Provider Module Procurement and Implementation	\$ 33,123,375	\$ 10,663,115	\$ 22,460,260
	Unified Operations Center Implementation	\$ 34,635,314	\$ 16,991,959	\$ 17,643,355
	Pharmacy Benefits Management Procurement and Implementation	\$ 8,284,790	\$ 306,480	\$ 7,978,311
Total		\$ 182,611,993	\$ 102,716,490	\$ 79,895,503





FY 24/25 FX Spend Plan (through September 2024)

Phase	Category	Appropriation	Incurred To-Date	Variance
1	Strategic Enterprise Advisory Services	\$ 2,000,000	\$ 515,147	\$ 1,484,853
	Independent Verification and Validation Services	\$ 3,230,996	\$ 807,746	\$ 2,423,250
2	FX Enterprise Project Services and Hardware/Software Renewals	\$ 17,828,703	\$ 3,680,079	\$ 14,148,624
	Integration Services/Integration Platform	\$ 13,694,981	\$ 6,394,893	\$ 7,300,088
	Enterprise Data Warehouse and Data Governance	\$ 14,427,660	\$ 2,554,876	\$ 11,872,784
	Staff Augmentation Subject Matter Expertise and Support Services	\$ 7,746,661	\$ 2,459,819	\$ 5,286,842
3	Provider Module Procurement and Implementation	\$ 7,285,601	\$ 1,841,459	\$ 5,444,142
	Unified Operations Center Implementation	\$ 25,868,222	\$ 2,418,835	\$ 23,449,387
Total		\$ 92,082,824	\$ 20,672,854	\$71,409,970



FX Contracts Status - Summary



Vendor	Contract #	Amendment Drafted	Approved by CMS	Routing for Approval	Contract Amendment Executed
SEAS (North Highland)	MED191	100%	✓	✓	✓
IS/IP (Accenture)	MED205	100%	N/A	✓	✓
EDW (Deloitte)	EXD091	90%			
UOC (Automated Health Systems)	EXD106	50%			
CORE (Gainwell)	EXD110	Not funded for FY 24/25			
PSM (HHS Technology Group)	EXD115	100%		✓	



SEAS Amendment



Agency Contract #:	MED191, Amendment 12
Title:	Strategic Enterprise Advisory Services (SEAS)
Vendor:	North Highland
Description of Amendment:	<ol style="list-style-type: none">1. Amends contract language to remove the use of Task Orders as directed by the 2024/25 General Appropriations Act2. Defines specific scope for FY24/253. Adds FY24/25 fixed price deliverables
Impact to Contract Total Cost:	Reduction of \$7,746,661 for FY 24/25
IV&V Review Complete:	Yes
CMS Approval Required:	Yes - Approved 7/23/24
Status:	Executed





IS/IP Amendment

Agency Contract #:	MED205, Amendment 5
Title:	Integration Services and Integration Platform (IS/IP)
Vendor:	Accenture, LLP
Description of Amendment:	<ol style="list-style-type: none">1. Amends contract language to remove the use of Task Orders as directed by the 2024/25 General Appropriations Act.2. Modifications to Security Requirements due to the Agency contracting with an FX Enterprise Security & Privacy Assessment Vendor.
Impact to Contract Total Cost:	None
IV&V Review Complete:	Yes
CMS Approval Required:	No
Status:	Executed



EDW Amendment



Agency Contract #:	EXD091, Amendment 3
Title:	Enterprise Data Warehouse (EDW)
Vendor:	Deloitte
Description of Amendment:	<ol style="list-style-type: none"> 1. Amends contract language to remove the use of Task Orders as directed by the 2024/25 General Appropriations Act 2. Modifications to Security Requirements due to the Agency contracting with an FX Enterprise Security & Privacy Assessment Vendor. 3. Adds Enhancement Services Team 4. Adds EDW Module Integration (MI) Services Base Team 5. Adds EDW Integration with UOC and PSM (replacing existing task orders and adding scope) 6. Adds Claims Fraud & Abuse Detection Scope 7. Adds Provider Network Verification (PNV) Operations & Maintenance (O&M) 8. Updates detailed budget <p>(Items 3-7 are being added to the contract in lieu of using Task Orders.)</p>
Impact to Contract Total Cost:	<p>Increase of approximately \$55M over the remaining contract term (expires December 2027)</p> <p>EDW Operations & Maintenance - \$14,047,590.56</p> <p>Enhancement Services Team - \$11,243,296.99</p> <p>EDW MI Base Team - \$6,881,972.67</p> <p>EDW MI for UOC and PSM - \$19,822,357.41</p> <p>Fraud & Abuse Detection - \$3,100,000.00</p>
IV&V Review Complete:	No
CMS Approval Required:	Yes
Status:	Amendment being drafted



UOC Amendment



Agency Contract #:	EXD106, Amendment 2
Title:	Unified Operations Center (UOC)
Vendor:	Automated Health Systems
Description of Amendment:	<ol style="list-style-type: none"> 1. Amends contract language to remove the use of Task Orders as directed by the 2024/25 General Appropriations Act 2. Modifications to Security Requirements due to the Agency contracting with an FX Enterprise Security & Privacy Assessment Vendor 3. Updates Stages & Deliverables to align with the FX Roadmap 4. Adds New Stage/Release - Service Desk 5. Updates Detailed Budget
Impact to Contract Total Cost:	No increase expected at this time
IV&V Review Complete:	No
CMS Approval Required:	Yes
Status:	Amendment being drafted



PSM Amendment



Agency Contract #:	EXD115, Amendment 1
Title:	Provider Services Module (PSM)
Vendor:	HHS Technology Group
Description of Amendment:	<ol style="list-style-type: none"> 1. Amends contract language to remove the use of Task Orders as directed by the 2024/25 General Appropriations Act. 2. Add negotiated Transition Risk Innovation Staffing 3. Minor revisions to requirements 4. Update the Detailed Budget <ol style="list-style-type: none"> a. Extend Bill of Materials billing b. Reduce O&M monthly billing
Impact to Contract Total Cost:	Estimated increase of \$384,151.65
IV&V Review Complete:	No
CMS Approval Required:	Yes
Status:	Routing



Fiscal Agent Contract



Agency Contract #:	MED037, Amendment 67
Title:	Medicaid Fiscal Agent Services
Vendor:	Gainwell Technologies
Description of Amendment:	<ol style="list-style-type: none"> 1. Extends Medicaid Fiscal Agent Services through December 2027 – allows for a decrease in funding and services as services are gradually transitioned to the FX Module Vendors. 2. Introduces several FX FMMIS Transition Integration Projects paid through fixed price deliverables that integrate FMMIS with the FX Modules. 3. Ensures the continuance and maintenance of the replication solution between FMMIS and the EDW Operational Data Store to maintain the enhanced testing environment created to support transition activities. 4. Scope of Services updates: Requires the Vendor to: <ol style="list-style-type: none"> a. Assist with annual compliance with CMS metric requirements b. Obtain and implement the Limited Death Master File from the National Technical Information Service c. Comply with the Medicaid National Correct Coding Initiative Confidentiality Agreement d. Release Professional Data Analysts upon the Agency's direction
Impact to Contract Total Cost:	<p>Additional funds will be added to contract for services through December 2027</p> <p>Gainwell Operation/Maintenance @ Administration and Pass-Through Expenses in the Budget: TBD</p> <p>FX FMMIS Transition Project:</p> <ul style="list-style-type: none"> FMMIS Transition Hardware, Software & License: \$5,645,410.00 FMMIS FX Operation and Maintenance for Enhancements: \$1,480,770.00 FMMIS Transition Integration Projects: \$6,342,119.41
IV&V Review Complete:	No
CMS Approval Required:	Yes
Status:	Negotiations currently underway

*** Gainwell proposing TPL amendment changes as well





FX Change Requests & Decisions

Recommendations from FX Program Finance &
Contracting Advisory Working Group



Decision: Informatica License Adjustment to FX Strategic Roadmap Replan

Tracy Feliciani



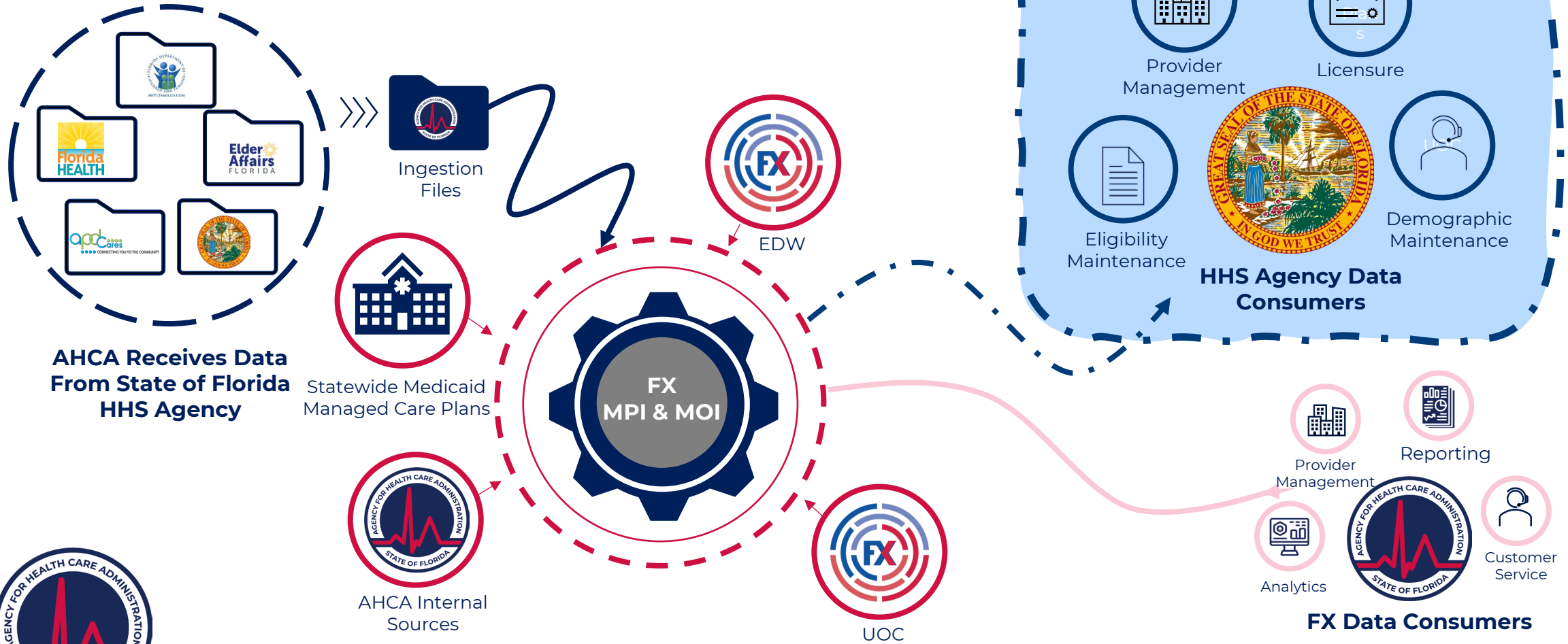
MDM Informatica Licensing Approach



- Opportunity to align licensing structure with current roadmap
- Recommendation is to align the license structure to focus on provider records
- Conversion of the license to support providers will yield better value








MDM Platform Interoperability

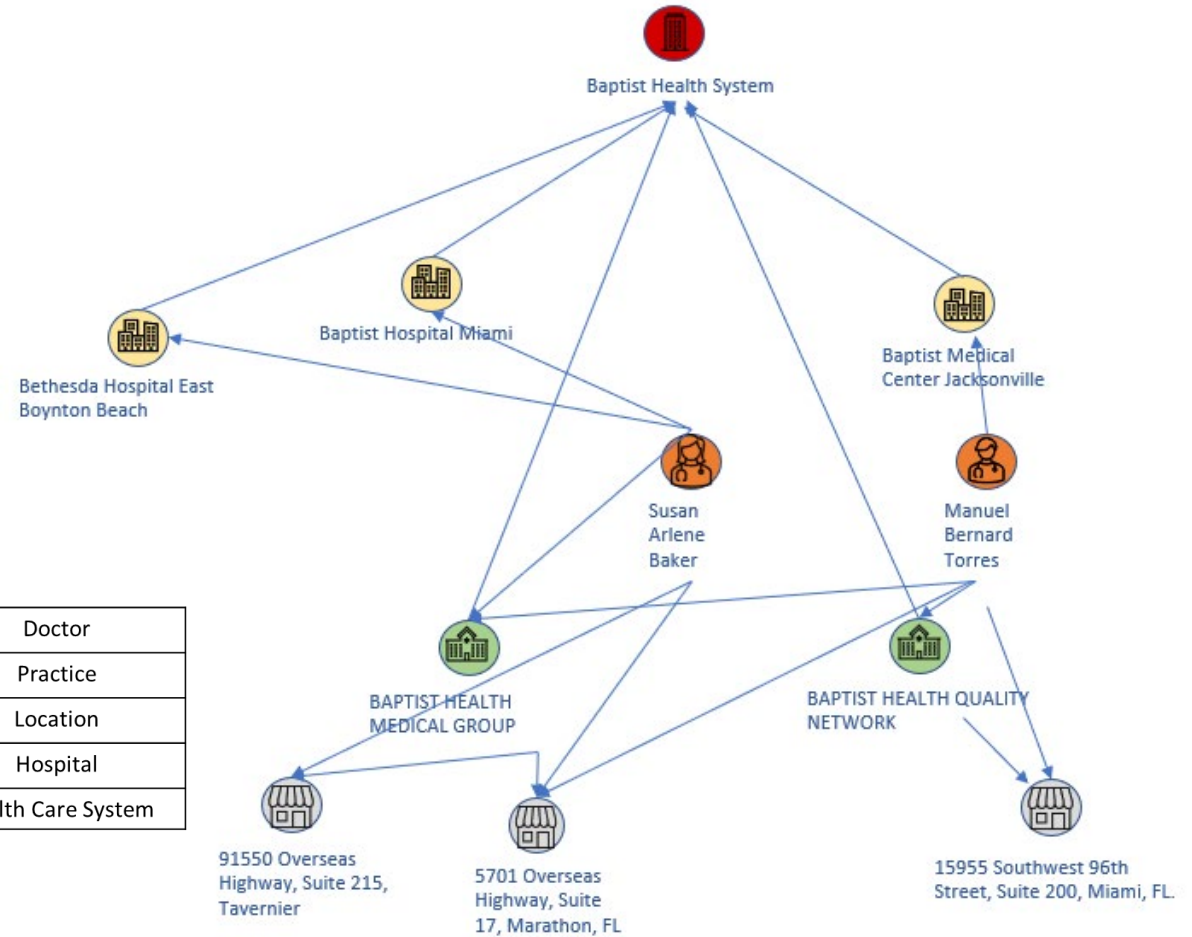




MDM Value to Florida HHS Ecosystem

- 360-degree view of Providers shared with all HHS Agencies (APD, DOEA, DCF, DOH)
- Increase data consistency across all HHS Agencies (APD, DOEA, DCF, DOH)
- Improve Provider experience by making it convenient to update their data
- Reduce HHS Agency staff manual efforts to look up Provider details

	Doctor
	Practice
	Location
	Hospital
	Health Care System



Current / Proposed Informatica License Approach



	FY 24 – 25	FY 25 – 26	FY 26 – 27	FY 27 – 28	FY 28 – 29	FY 29 – 30
Current Provider and Recipient Licensing Model	12 Months	12 Months	Record Counts: - 300k consolidated provider - 10M consolidated recipients	Products - C360 - IDQ - Power Center - Address Standardization		
Proposed Provider focused Licensing Model	~ 6 mths	12 Months	12 Months	12 Months	~7 Months	
		^ Migrate to SaaS	Record Counts - 710k consolidated provider	Products - C360 - IDQ - Power Center - Address Standardization		

- Provider and Recipient Licensing Model
- Provider Licensing Model





Decision: FX Governance Escalation Criteria

Arabella Reeves





FX Governance Escalation Criteria for Change Requests and Decisions

CRITERIA	IMPACT	QUESTION
Criterion 1	External Impact	Will this item impact operations external to the Agency?
Criterion 2	Contract Impact	Is a contract amendment needed?
Criterion 3	Budget, Schedule, and Scope Impact	Budget: Is there any +/- cost change over \$100,000 to an existing contract vehicle under purview of the Continuing Oversight Team? Is there any request to reallocate appropriated funds across project components?
		Schedule: Is there a schedule change resulting in a variance more than 60 days or impacting the FX Strategic Roadmap?
		Scope: Does this have a program-level impact?





Voting



Public Comment



Independent Verification & Validation (IV&V) Assessment

Terry Sanderson | FX IV&V Project Manager | NTT Data



FX Project Health Dashboard

Risk Ratings as of October 28, 2024

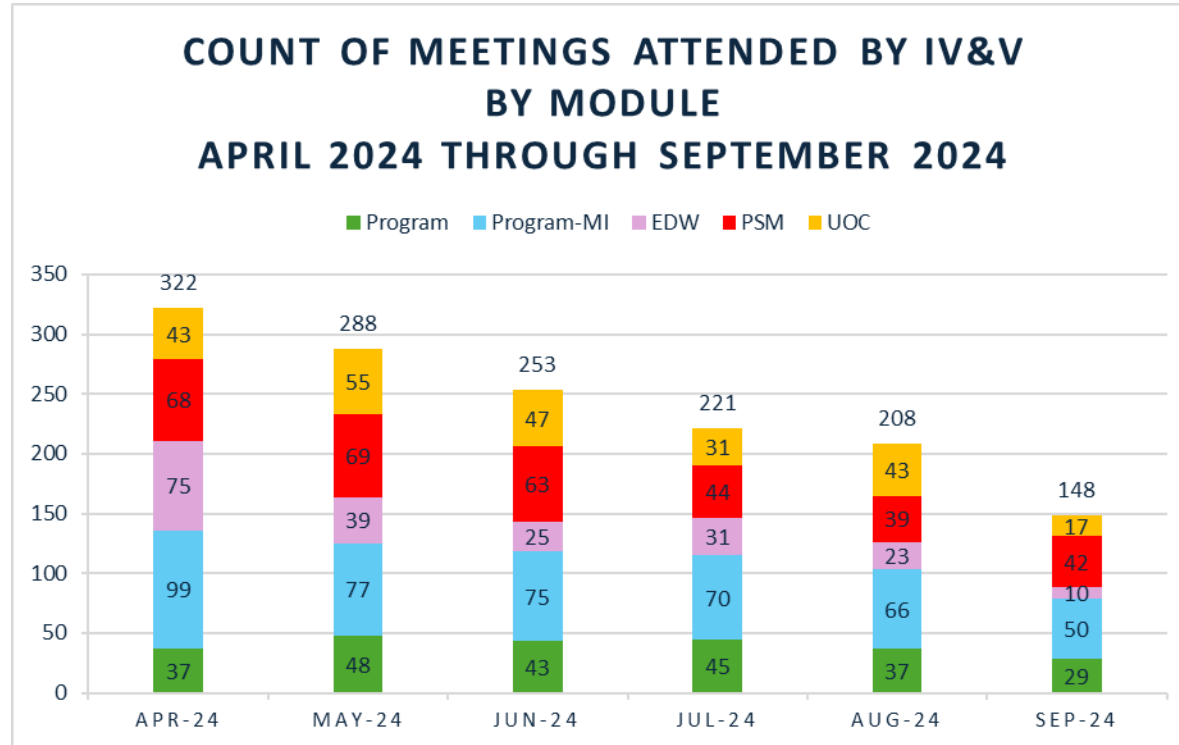
Module	Risk Rating
PSM	Red
UOC	Yellow

- “Green Light” (Acceptable to Excellent, i.e., “Low Risk”): The area meets or exceeds established project management standards. To receive this ranking, the approach must present no significant risks to the project.
- “Yellow Light” (Caution, i.e., “Medium Risk”): The area is not clearly defined, and/or presents a moderate risk to the project. For areas with this status, recommendations are important to ensure optimal project operation.
- “Red Light” (Risk Alert, i.e., “High Risk”): The area presents a serious risk to the project and requires immediate attention. Areas with this status require recommendations to mitigate project risk.





Meetings Attended by IV&V (Last Six Months)



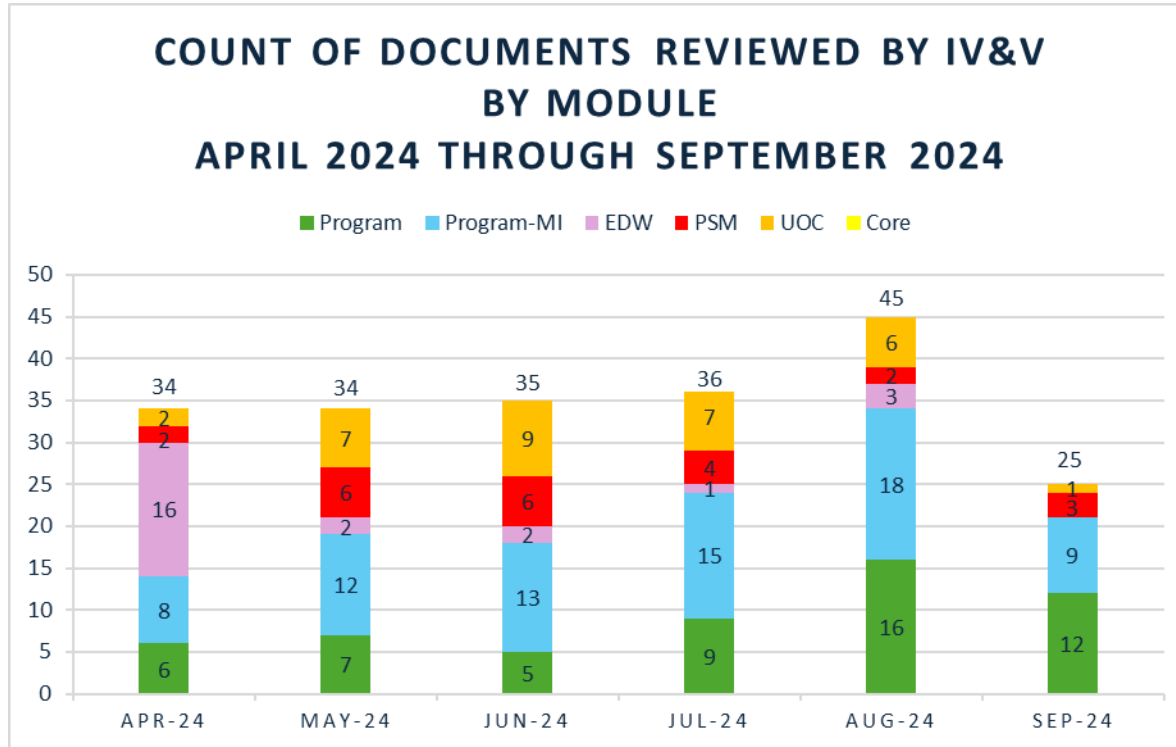
Total Time Spent in Meetings

Month	Total Meeting Time (Hours)	Percent Change from Prior Month
July	187	+4.03%
August	177.25	-5.21%
September	121.75	-31.31%





Document Reviews Completed by IV&V (Last Six Months)

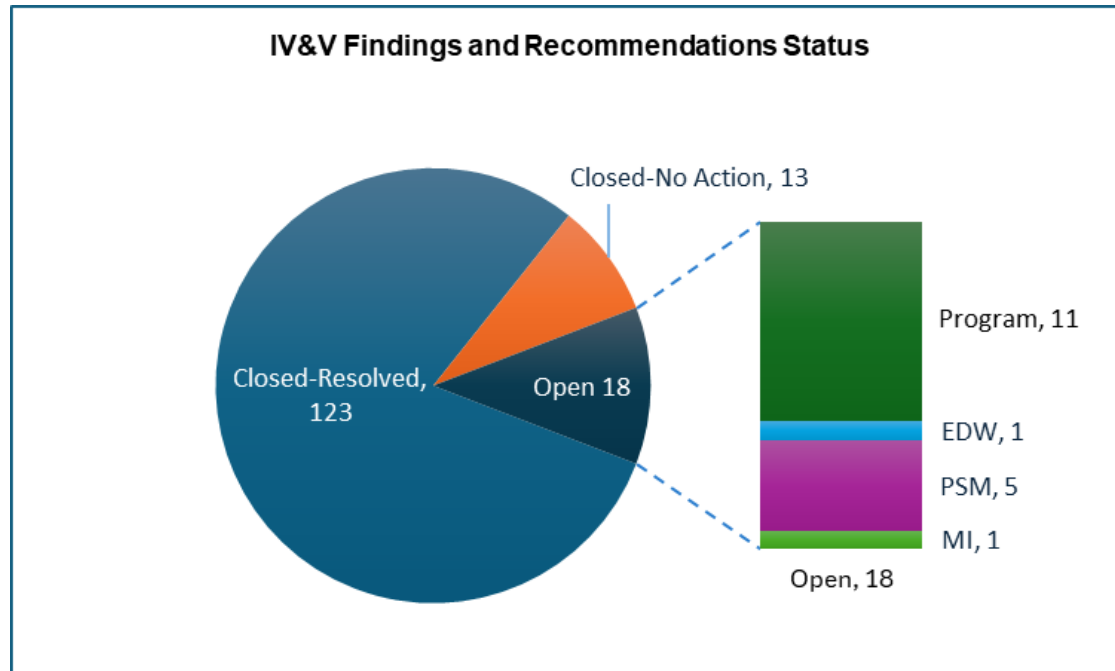


Month	Documents Reviewed	Percent Change from Prior Month
July	36	+2.86%
August	45	+25.00%
September	25	-44.44%





IV&V Findings (F)/Recommendations (R)



- IV&V has produced 154 F/Rs - F(12) R(142)
 - 136 have been addressed
 - 18 in 'Open' status – F(2) R(16)



All data is current through October 17, 2024. Assessment status reflects the status of items as assigned by IV&V (FX Assessment Status-Vendor).



Other Items & Closing Remarks

Mike Magnuson | FX Program Director | AHCA



Other Items

- No recommendations from FX State Agency Stakeholder (SAS) Advisory Working Group
- No statutory recommendations





Action Items & Next Steps

- Recap action items
- Next ESC Meeting: Planned for December 3, 2024





Contact Information

FX@ahca.myflorida.com

[Florida Health Care Connections](#)