

Project Startup Report

Submitted to Project Oversight on 09/29/2021

GENERAL INFORMATION

Project Name: Medicaid Management Information System (Health Enterprise) Technical Stack Upgrade

Agency Name: North Dakota Human Services' (DHS)

Project Sponsor: Caprice Knapp

Project Manager: Brenda Bulawa

PROJECT DESCRIPTION

The technical stack or "tech stack" (all of the technology services including infrastructure and software applications) used to run the Health Enterprise Medicaid Management Information System (MMIS) of the North Dakota Department of Human Services' (DHS) Medical Services unit has not been upgraded since the system implementation in 2015 by Conduent. The current tech stack is nearing the end of support. The Tech Stack Upgrade (TSU) will enable the state, along with provider enrollment staff, claims entry staff, and call center staff to use a modern, secure, upgraded MMIS for their Medicaid related claims processing and management reporting.

The TSU project will support the Run section of the Run/Grow/Transform model by upgrading all the tech stack components so that they are fully supported by Conduent and North Dakota Information Technology (NDIT).

The project will increase citizen experience that the DHS staff and the citizens of North Dakota rely upon for Medicare and Medicaid. The project will provide enhanced security, system performance and full product support for MMIS, a critical system for medical providers.

BUSINESS NEEDS AND PROBLEMS

The current MMIS tech stack has not been upgraded since 2015 and is now at risk of potential system failures, expensive support solutions and security vulnerabilities.

1. All software components will be upgraded to the latest versions.
2. Vendor support will continue.
3. Current security vulnerabilities eliminated.

PROJECT BASELINES

Project Start Date	Baseline End Date	Baseline Budget	Funding Source
05/12/2021	05/17/2023	\$10,504,000	90% Federal Funds 10% General Funds

OBJECTIVES

Business Objective	Measurement Description
Upgrade all versions of software that comprise MMIS to the most recent or near recent version of the software released by the vendor	100% of all software components of MMIS are upgraded to the most recent or near recent versions
Replacement of Core Enterprise Hardware with Virtual Machines (VMware)	100% of the Core Enterprise Hardware is replaced with Virtual Machines (VMware)

KEY CONSTRAINTS AND/OR RISKS

- **COVID-19 Pandemic impact for MMIS TSU Project**
 - **Impact:** Medium
 - **Response:** Monitor current events on COVID-19 and work with vendor and STATE management on reviewing the schedule and adjust as needed.
- **Computer hardware components shortages due to COVID-19**
 - **Impact:** High
 - **Response:** Repurpose available unused hardware to meet schedule. Schedule delays may need to be accepted.