

MinnesotaCare Eligibility Determination

Update to 2007 Follow-Up Review

Problems Identified

- **High Error Rates.** The Department of Human Services' (DHS) 2006 audit of MinnesotaCare family cases found enrollment errors in 10 to 14 percent of cases and incorrect income determinations in over 30 percent of cases. Incomplete information from clients and mistakes made by workers contributed to these errors.
- **Delays Developing "HealthMatch."** Development of HealthMatch, an automated eligibility system intended to improve accuracy, was significantly behind schedule due to increases in the system's scope, missteps by the contractor and DHS, and other factors.

Changes Implemented

- **Termination of HealthMatch Contractor.** On March 4, 2008, DHS unilaterally terminated its contract with the firm developing HealthMatch. DHS is currently evaluating whether it can complete the partially built system or whether it must restart with a new contractor or a new system design.
- **External Review of HealthMatch.** In 2007, DHS hired an outside consultant to assess the entire HealthMatch development process. The consulting firm provided an initial assessment in December 2007 that raised several major concerns. A final report is due in late 2008, but the contract termination may prompt changes in scope and timeline.
- **Streamlined Development of HealthMatch System Requirements.** DHS has designated an administrative team with authority to make decisions on requirements and resolve any internal conflicts. The agency is now using a software package to consolidate all system requirements into a centralized, cross-referenced repository.
- **Administrative and Process Improvements.** To improve staff retention and the accuracy of eligibility decisions, DHS opened an application processing center in Bemidji, realigned staff job responsibilities, and created a targeted case review program.

Action Needed

- **Increase Legislative Oversight.** DHS should provide to the Legislature a forthright explanation of its decision to terminate the HealthMatch contract and a realistic appraisal of the time and cost now needed to implement an automated eligibility system.
- **Complete System Requirements.** Though it has made progress, DHS still needs to finalize HealthMatch system requirements. Doing so is crucial for evaluating the work accomplished to date and enabling a new contractor to either continue building the existing system or restart from an earlier point in the development process.