Minnesota Association of County Social Service Administrators
Position Statement
2020

Public Health Care Eligibility Technology System

Issue:

METS (Minnesota Eligibility Technology System) is the state-wide public healthcare insurance eligibility determination system utilized by the state and counties. In late 2012/early 2013, using a multi-tiered selection and funding process, DHS leveraged time-limited federal and state dollars to engage vendors for a fall 2013 release date for state-wide enrollment. Optimization of METS for public insurance assistance determination has yet to reach successful functionality for consumers and county workers. Eight years into the operation of the system, county staff, leadership and policy makers recognize it has yet to reach a level of maturity that allows for efficiency in performing health care eligibility functions. Recent analysis indicates that it may be several more years in conjunction with a significant amount of resources for the METS system to achieve operational efficiency.

Implementation Strategy:

Counties will advocate for a health care eligibility system that serves as a sustainable platform for performing health care functions and fully integrates with other health and human services technology systems. The state should have a plan for sustaining operations in for the MAGI and non-MAGI healthcare eligibility currently on the legacy systems

Concurrently, counties will advocate that the state continue to use appropriated resources to maintain and enhance the base level of operations in METS system until a decision is made on the future direction of the public health care eligibility technology system. The state should develop a long-term resource plan for public health care technology systems.

Systemic Priority Alignment
(check all that apply and explain why)

☑ Equity   ☑ Service Integration   ☑ Fiscal Framework

Comments:

Operational Priority Alignment
(check all that apply and explain why)

☐ Behavioral Health   ☐ Case Management   ☐ Child Well Being   ☐ Community Based Settings & Services

☑ Health Care   ☐ Housing & Transportation   ☑ Modernization   ☐ Self Sufficiency

Comments:

Rationale/Background:

MACSSA has long advocated for modernized human services technology systems. As legacy systems continue to age, it is imperative that the state move toward a modernized health and human services technology environment that supports the goals of a person centered, integrated health and human services delivery system. Technical issues with the METS system have continued to create administrative challenges at the local level and challenges to applicants for public health care programs. These challenges, if not resolved, may jeopardize the vision of integrated human services delivery system supported by modernized technology.

Counties envision technology supporting a health and human services delivery system that:

- Empowers individuals
- Employs an equity lens and addresses disparities and disproportionality
- Leverages person centered, whole family/2 Gen approaches
- Supports a social determinants of health and wellbeing framework for improving outcomes
- Leverages data and data analytics across systems to support proactive upstream and early intervention strategies

As health care is a foundational component to this vision, it is essential that Minnesota have a public health care eligibility technology system that functions at an optimal level and can fully integrate with other technology systems.

MACSSA recommends that the state take the following actions to determine whether METS can appropriately and equitably meet the needs of consumers, county, and tribal staff. Counties will continue to work with the state to:
- Ascertain a base level of operations that maximizes current METS systems on the Curam platform.
- Conduct a review of other system platforms including other states' operations, systems, and business governance as an alternative to the Curam platform.
- Develop a modernization roadmap with clearly defined goals and timelines. The future direction of the public healthcare eligibility technology system and how it will integrate with the modernization of other systems must be part of that roadmap.

Additional Information:

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