

Position Statement

2022

Public Health Care Eligibility Technology System

Proposal

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. Nine 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. Furthermore, funding for METS system development has continued to steadily decrease year after year. While improvements have been made, 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 and 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 and fiscal 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.

In 2020 the state hired consultants from Gartner to conduct objective analysis of the state's modernization work including an assessment of the IBM Curam platform that METS was built upon. Gartner's final report in 2021 recommended that the state continue to improve the existing METS system while pursuing a long-term strategy of integrating it with other "best of breed" software components to achieve the broader integrated eligibility and enrollment vision.

MACSSA recommends that the state give priority to both elements of this two-pronged approach: maximize the current METS system on the Curam platform while pursuing a more comprehensive integrated eligibility solution that supports all programs.

Additional Information:



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