



Business Integration Center Overview

Fiscal Year 2019

**Presentation to House Appropriations Subcommittee
on the Department of Health & Human Services**

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Business Integration Center



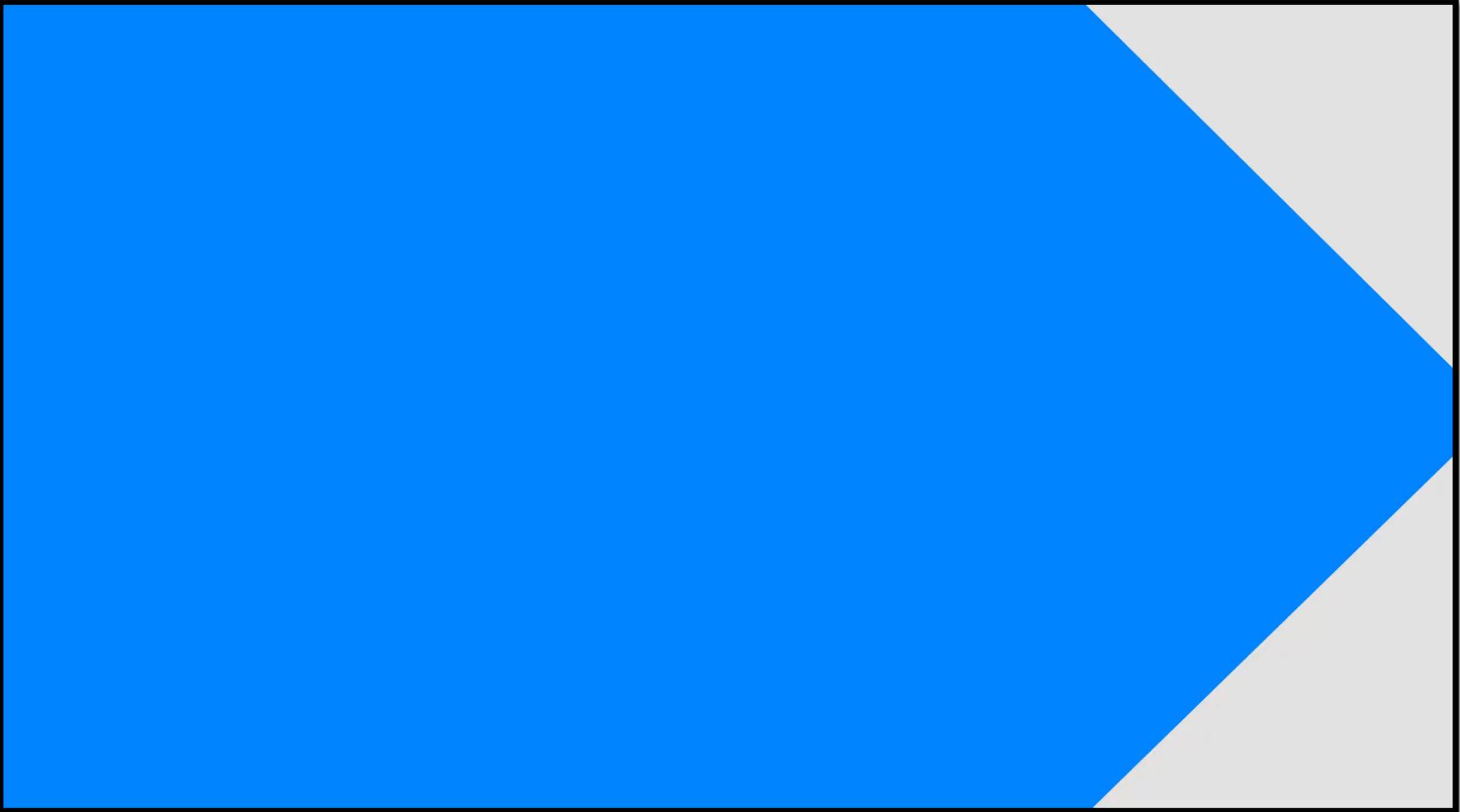
Program Management Office (PMO) Name	Total Systems
Behavioral and Population Health	57
Child Support	11
Child Welfare	27
Eligibility	25
Enterprise	32
Free Range	69
Integrated Service Delivery	3
Medicaid Management	25
Total	249

Definitions

System – One or more computer programs created to perform specific business functions

Project – Major enhancements to a system or systems

Program Management Office (PMO) – Collection and management of systems and associated projects that impact those systems





Integrated Services Delivery to date:

- Initial development of an Integrated Service Delivery Portal which includes a Holistic Application for benefits and integration with Michigan 2-1-1
- Initial development of Universal Caseload functionality for the Bridges system
- Initial development of an Integrated Contact Center for customer self-service and routing of calls to the appropriate staff
- Pilot deployment of the Integrated Service Delivery Portal to Muskegon County – **Fall 2017**
- Pilot deployment of Universal Caseload and the Integrated Contact Center to Gratiot and Shiawassee Counties – **Winter 2018**
- Statewide deployment of the Integrated Service Delivery Portal, Universal Caseload, and Contact Center – **Spring 2018**



FY 19 Investment: Integrated Service Delivery

In FY 19, MDHHS will continue the implementation of **ISD Portal** functionality:

- Ongoing development of the ISD Portal
 - Inclusion of additional Trusted Data Sources
 - This will allow information from multiple computer systems for an individual to be viewed in one place
 - Creation of additional Person Centric Services
 - Person centric services will be implemented based upon Business Process Analysis and lessons learned.
 - Consolidation of some portal functionality across MDHHS Programs
 - Will further provide for a holistic view of a person and consolidation and coordination of benefits across programs



FY 19 Investment: Integrated Service Delivery

In FY 19, MDHHS will continue the implementation of the **ISD Universal Caseload** and **Integrated Contact Center** functionality:

- Additional functionality for the Universal Caseload implemented in Bridges
 - Implementing Bridges specific functionality identified during statewide rollout of Universal Caseload in FY18
 - Integration of Universal Caseload and MiSACWIS and MiCSES
- Additional functionality and integration of the Integrated Contact Center solution
 - Implementing functionality identified during statewide rollout of Bridges specific MDHHS Contact Center in FY18
 - Integration of two additional existing MDHHS phone numbers into the MDHHS Contact Center

MDHHS Major Systems



- Community Health Automated Medicaid Processing System (CHAMPS) - Medicaid Management Information System (MMIS)
- Integrated Services Delivery (ISD) - MiBridges
- Bridges
- Michigan Statewide Automated Child Welfare Information System (MiSACWIS)
- Michigan Child Support Enforcement System (MiCSES)

Modernization has begun



CHAMPS (Cloud-Enablement)

Redesigned the legacy MMIS system to deliver **modularized components and to support multiple states**

- * MyHealthButton
- * Business Rules

ISD (New MiBridges)

Michiganders able to go to **one place** for MDHHS services

- * MyHealthButton
- * Portal
- * Michigan 2-1-1
- * Business Rules

Bridges (Modernization)

Improves the experience of **residents and caseworkers** working with MDHHS

- * MyHealthButton
- * Portal
- * Michigan 2-1-1
- * Business Rules
- * Common correspondence generator
- * Common development tools

MiSACWIS (Modernization)

Improves the experience of **residents and caseworkers** working with MDHHS

- * MyHealthButton
- * Portal
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MiCSES (Modernization)

Improves the experience of **residents and caseworkers** working with MDHHS

- * MyHealthButton
- * Portal
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***5 year history of major line item appropriations
(in millions)***

Appropriation	FY 2015 Expenditures	FY 2016 Expenditures	FY 2017 Expenditures	FY 2018 Enacted	FY 2019 Executive Recommendation
Information Technology and Services	\$149.5	\$153.0	\$151.4	\$159.1	\$157.7
Michigan Medicaid Information System	\$96.5	\$78.6	\$74.3	\$75.6	\$75.6