ACF Interoperability
Human Services 2.0 Overview

June, 2010
David Jenkins
Administration for Children and Families
“If we seize this opportunity, we can move to an approach that is fundamentally collaborative, technologically enabled, and absolutely focused on the children, families and communities we serve.”

Acting Assistant Secretary David Hansell
Interoperability:
An Operational Definition

- Creating a Health and Human Service System in which services are planned, coordinated, delivered, monitored, and evaluated in an integrated, efficient manner, maximizing positive outcomes for children, families, and communities.

- Technology now allows new systems and approaches to connect across conventional barriers and silos.
ACF Strategic Initiatives - Interoperability

- Build Interoperability Capacity within ACF
  - Create a Long-term ‘To Be’ Vision and Roadmap
  - Build Repository of Interoperability Practices and Activities
    - Develop Interoperability Plans for Every Program and Service Office
- Develop National Human Services Interoperability Architecture (NHSIA) and Pilots
- Establish and Provide Leadership for the Human Services Domain for National Information Exchange Model (NIEM)
- Initiate and Support Programs to Support Linkages between Human Services and ACA
Opportunities for Interoperability

- Affordable Care Act – Requirements for Health Insurance Exchange by 2013
- Federal Agency Collaboration
- National Human Services Information Architecture
- Human Services Domain for NIEM – (National Information Exchange Model)
Joint Letter

David Hansell, Acting Assistant Secretary
Children & Families, HHS

Kevin Concannon
Under Secretary Food, Nutrition & Consumer Services, USDA

Joel Ario, Director Office of Health Insurance Exchanges, OCIIO, HHS

Cindy Mann Deputy Administrator, CMS and Director, Center for Medicaid, CHIP and Survey & Certification, HHS

November 23, 2010

Dear Human Services Agency Head:

The Department of Health and Human Services (HHS) is committed to a strong partnership with states and our federal partners as we work together to implement the Affordable Care Act.

Over the past several weeks, HHS has released several important documents, described in the enclosure, related to health insurance exchanges, Medicaid eligibility information technology systems, the advance planning process for information technology (IT) procurements, and how these and other systems can work together. We are sending this information to you today to ensure its availability to all agencies within states that have a role to play in the successful implementation of the Affordable Care Act.

However, a state chooses to organize and administer its health and human services programs, many individuals and families eligible for Medicaid, the Children’s Health Insurance Program (CHIP), or tax credits available to help purchase health coverage through new health insurance exchanges, are also likely to be eligible for benefits and services under the state’s human services programs. We know that human services administrators are engaged in discussions related to the Affordable Care Act with health agencies in their states, and we encourage that collaboration. In that same spirit, HHS is working collaboratively with the Department of Agriculture’s Food and Nutrition Service and other federal agencies to ensure that federal efforts are coordinated as well.

Please let us know if you have any questions about these documents.

Sincerely,

David A. Hansell
Acting Assistant Secretary
for Children and Families, HHS

Kevin Concannon
Under Secretary for Food, Nutrition and Consumer Services, USDA

Joel Ario
Director, Office of Health Insurance Exchanges
Office of Consumer Information and Insurance Oversight, HHS

Cindy Mann
Deputy Administrator, Centers for Medicare and Medicaid Services, and Director, Center for Medicaid, CHIP and Survey & Certification, HHS

Enclosure
CMS Enhanced funding for Eligibility: 7 Conditions and Standards

2. MITA Condition – Align to and advance increasing MITA maturity.
3. Industry Standards Condition – Align and incorporate industry standards (including HIPAA).
4. Leverage Condition – Promote sharing, leverage and reuse of Medicaid technologies.
5. Business Results Condition – Systems support results (i.e. timely processing of claims).
6. Reporting Condition – Solutions produce data that contribute to program evaluation, improvement, and accountability.
7. INTEROPERABILITY CONDITION

* From Centers for Medicare & Medicaid Services. Enhanced Funding Requirements: Seven Conditions and Standards
7. Interoperability Condition

- Systems must ensure seamless coordination and integration with the Exchange, and allow interoperability with HIX, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services.

- “CMS expects a key outcome of the government’s technology investments will be a much higher degree of interaction and interoperability…”

* From Centers for Medicare & Medicaid Services. Enhanced Funding Requirements: Seven Conditions and Standards
Challenge – Develop a national architecture to enable information exchange across currently siloed federal, state, local and private human service information systems.

Project Tasks
1. Analyze existing human service programs and IT architecture
2. Define required capabilities to share information
3. Define a to-be architecture in migrating to interoperable systems

Outcome and Desired Impact
- **Outcome**: A national architecture to guide federal, state, and local governments and private institutions and vendors in improving information sharing across human service programs and systems.
- **Impact**: Improved effectiveness and efficiency in providing human services.
NHSIA will be described from multiple viewpoints. Each viewpoint serves a different purpose and is useful to different stakeholders.
Overview Viewpoint Artifact:
NHSIA Key Concepts – Requirements

- Enable, encourage, and reward information sharing and portability.
- Develop a consumer oriented environment (e.g., no wrong door).
- Provide an integrated environment for case workers.
- Leverage Medicaid IT Architecture (MITA) and behavioral health business processes – extend to include human services in general.
- Use APD process to encourage NHSIA-compliance.
- Use a Service-Oriented Architecture (SOA) model to encourage service reuse, flexible applications, and incremental deployment.
- Allow for cloud computing.
- Use of common confidentiality/privacy agreements.
- Use National Information Exchange Model (NIEM) standards as the basis for information exchange.
What is NIEM?

- The National Information Exchange Model (NIEM) is a Federal, State, Local and Tribal interagency initiative providing a foundation for seamless information exchange. NIEM is a framework to:
  - Bring stakeholders and Communities of Interest together to identify information sharing requirements in day-to-day operational and emergency situations;
  - Develop standards, a common lexicon and an on-line repository of information exchange package documents to support information sharing;
  - Provide technical tools to support development, discovery, dissemination and re-use of exchange documents; and
  - Provide training, technical assistance and implementation support services for enterprise-wide information exchange.

*from NIEM.gov*
NIEM Brief Timeline

- In 2011, the U.S. Department of Health and Human Services joined as a full partner.
- HHS Role includes the Stewardship of two Domains:
  - Health @ Office of the National Coordinator
  - Human Services @ Administration for Children & Families
Why is NIEM Important to State and Local Human Service Systems?

- Improve services and save lives through improved communication across silos.
- Common language reduces development costs for agencies and vendors—dollars that can be used instead for service provision.

Imagine:

- *Child protective workers receiving educational attendance records in real-time for the children in their caseloads*
- *Sharing information quickly between foster care and supportive housing to secure newly available housing for at-risk families*
- *So much more...*