# Integrated Eligibility and Enrollment (IE&E) Modernization Program

**Program Introduction & Overview**

**February 8, 2024**

# Why is IE&E Work Important?

Currently, Washingtonians face many challenges when applying for health and human services benefits within the state, including:

- The need to complete multiple applications for different HHS benefits, each having its own processes

- Lengthy applications, many of which are confusing and not user-friendly

- Complex technology and systems, which make it difficult to make necessary updates and improvements

- Challenges accessing services using mobile devices, and more.

The IE&E Modernization Program will address these challenges by establishing an Integrated HHS Portal that eliminates the need for multiple applications, establishing a more streamlined application process, and implementing improved policies and practices that better support Washingtonians. Additionally, the program is modernizing technology infrastructure to support both clients and staff while providing self-service functionality for clients to access their information and obtain answers to questions easily. With these advancements, applying for HHS benefits will be a much smoother and more efficient process.

**IE&E**

# IE&E Leadership | HHS Coalition Organizations
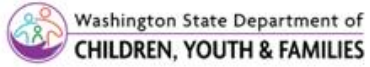
The Integrated Eligibility and Enrollment (IE&E) Modernization Program is a multi-year effort to develop a modern, integrated eligibility solution for Washingtonians.

The IE&E Modernization Program is under the leadership of the Washington State Health & Human Services Enterprise Coalition (HHS Coalition), a collaborative that provides strategic direction, cross-organizational information technology (IT) project support and federal funding guidance across Washington's HHS organizations.

IT project collaboration across the HHS Coalition will result in better service coordination and public stewardship that improves the health and well-being of the people, families, and communities of Washington.

# IE&E Vision

**We envision a world where** Washingtonians tell their story one time as the new system and underlying business processes securely guide them through the possibilities. This vision will be made possible by:

- A singular, familiar experience

- An accessible experience for all

- An easier experience for Washingtonians

- An improved user experience for client and community-based assistors

- An improved experience for eligibility staff and case workers

**We envision a world where** HHS Coalition organizations can quickly respond to program, partner, client, and legislative needs, aided by improved technology and business processes, made possible by:

- State technology ownership and self-service

- Enabling modernization

- Continuously integrating new and updated software

- Engaging employees in streamlining business processes

# IE&E Products and Projects

The IE&E Modernization Program has multiple products and projects, all aimed at improving access to health and human services programs in Washington.

On the next few slides, you'll see brief descriptions of our IE&E products and projects.

# IE&E Product & Projects

- **ACES Mainframe as a Service (MFaaS):** To secure mainframe technical services as well as prolong the useful life of the mainframe environment for the ACES complex, including disaster recovery.

- **ACES Maintenance and Operation (M&O):** The ACES M&O project is focused on the transition of vendors for M&O services and maintaining these services to support the continued functionality of the ACES system.

- **Chatbot:** Chatbot is a virtual assistant in [Washington Connection](Washington Connection) that can assist customers with frequently asked questions for 10 different topics like Online Account Help, Client Benefits Accounts, Apply for Benefits, Manage Benefits, and more.

- **Customer Experience and Innovation (CXI):** Our goal is to streamline the eligibility and enrollment policies for HHS programs by redesigning the benefits access and delivery structure. We'll use a human-centered design approach to create a user-friendly process that includes images, colors, and text to simplify the application process.

# IE&E Product & Projects Cont'd.

- **HHS Portal:** This project will establish a modernized and centralized portal where customers can access multiple health and human services programs.

- **Platform:** The development of a new cloud platform that includes the foundational infrastructure and supporting processes for the IE&E Modernization Program.

- **Product 1 (eligibility and enrollment status tracker):** Provides customers, and authorized representatives with an easy-to-use, self-service portal to understand the client's eligibility and enrollment status for basic food, cash programs and classic Medicaid for those who are aged, blind or have a disability.

- **Technical Architecture & Design (TAD):** The goal is to scrutinize the IE&E modularity assumption and establish a future state architecture that will serve as the foundation for updating and improving the IE&E Modernization Roadmap.

IE&E

# OCM & Communications

Organizational Change Management (OCM) and Communications are important to the success of the IE&E Modernization Program. IE&E has OCM and communications resources to ensure all impacted groups and individuals are informed and included throughout our IE&E journey, to include:

- Awareness of the IE&E Program and its significance

- Information on what changes will occur and when they will take place

- Tools to support individuals through these changes

- Understanding of where to access additional information or ask questions

Visit the IE&E website regularly for up-to-date IE&E communications.

Send your IE&E-related questions, concerns, or ideas directly to the IE&E Program team at **IE&EProgram@dshs.wa.gov**. We look forward to hearing from you!

We appreciate your interest in the IE&E Modernization Program and commit to keeping you informed about our progress as we work together to improve access to health and human services programs for all Washingtonians.

Thank you!