

CORE Update

State Audit Committee
3/13/2014

Overview

- CORE Program
 - Replacing current Claims and Policy systems at BWC
 - Commercial product, PowerSuite, developed by StoneRiver, project integrator CGI
 - Must integrate with virtually every other production system at BWC

Statistical View of BWC Systems

- Annual Statistics
 - Employer
 - Premium Payments: 460,057
 - Premium Dollars: \$1,702,360,561
 - Other Payments: 198,752
 - Other Dollars: \$ 434,128,685
 - Finalized Coverage Applications: 24,338
 - Active Employers Covered: 254,388

Statistical View of BWC Systems

- Annual Statistics
 - Claims
 - State Fund Claims Filed: 108,090
 - Open Claims: 958,625
 - Benefits Paid:
 - Medical \$ 705,758,248
 - Compensation \$1,076,073,152

Statistical View of BWC Systems

- Annual Statistics
 - Over 20 Million Fax transmissions per year
 - 1,424,875 pieces of correspondence created
 - Correspondence distributed to multiple parties (up to 4 copies in some instances)

Current Status

- Have received 11 of 13 PowerSuite software releases slated to be delivered prior to User Acceptance Testing (as scheduled)
- System test slated to begin late April.
- UAT testing slated to begin early June.
- Ancillary system updates in progress, many reliant upon delivery of PowerSuite releases and conversion.

Current Status

- Conversion
 - To be successful, data from our 2 legacy systems, V3 (Claims) and WCIS (policy) needs to be converted and loaded into PowerSuite
 - Expectations are that we will convert approximately 1.1M policies and 8.1M claims
 - Timing on full conversion runs at this time are less than 48 hours (critical to the go-live weekend)

Current Status

- Interfaces
 - To be successful, existing interfaces need to be rewritten and validated.
 - 16 external partners with 38 in or out interfaces. Largest external trading partner is the IC.
 - 8 internal partners (including EDI/CAM/17 MCO's as a single internal partner) utilizing 31 in or out interfaces. The Health Partnership Program supporting the MCO's will be our largest data volume partner.

Target Dates

- Go live is slated for November 7 – 11, with the first operational day to be November 12, 2014.
- Expectations already set for additional releases beyond go live:
 - Prospective Billing
 - Spring 2015
 - Spring 2016

Major Opportunities Experienced

- Magnitude of impact to BWC systems understated
 - Impact to nearly every operational system at BWC
 - Complete revamping of BWC Reporting required
 - Staffing levels required to complete work a challenge
- Cultural impacts understated
 - Aging workforce
 - Ability to change/learn new things being tested

Major Risks

- OIT/DAS IT Optimization/Consolidation
 - Severe restrictions on hiring/posting
 - Production hardware/software configuration
 - Modified in early January to partner with OIT
 - Schedule delayed due to discussions/purchasing process/additional coordination effort required
 - Risk increased (schedule, coordination, support)
 - Believe that if both OIT and BWC meet agreed-upon dates, these risks may be mitigated

Major Risks

- Testing effort will be extremely large
 - Operational impact due to staffing
 - Risk of not completing testing
 - Defects – resolution of critical finds
 - Requirement omissions – quantity of unknowns
- Ancillary system updates
 - Most hinge on PowerSuite delivery – creates shortened development and testing schedule
 - Unknowns to be discovered in testing/time to fix

Major Risks

- Training
 - Huge training effort planned
 - Impact to daily activities
 - Effectiveness of training
 - Ability to allow users to 'play' in system ahead of go-live
 - Daily workload constraints
 - Environment demands
 - Support staff (both functional and technical)
 - IT Training/Knowledge transfer
 - Difficult in many areas due to current operational responsibilities
 - Several key software purchases still in process
 - Scheduling software
 - Call center software

Major Risks

- Performance of PowerSuite
 - Largest implementation by far for StoneRiver
 - Batch cycle SLAs
 - Complete batch cycle not available until late April/early May due to planned releases
 - Reporting SLAs
 - Defect resolution
 - Web service SLAs
- ICD10
 - Conversion
 - Training

OIA Involvement

- Partnering with BWC to consult on:
 - Project Management
 - Conversion Planning
 - Interfaces
- Participating in:
 - CORE Risks/Issues Meetings
 - CORE Steering Committee Meetings
 - Bi-Weekly touch points with CIO/CIA

Questions?