Technology Services Board Subcommittee – Project Synopsis
Date: 10/15/2020

OCIO Assessment 🔴 **QA Assessment** 🟡

Department of Labor & Industries
Provider Credentialing

Project overview

In 2017, L&I submitted a decision package to the Legislature asking for funding to implement a new credentialing system to replace the current VISTAR system when the vendor announce it would be unsupported starting in 2018. The Legislature responded by mandating the move to Health Care Authority's (HCA's) existing ProviderOne application, a system that performs similar tasks as VISTAR, with a similar customer base and consolidation of technologies.

The L&I proviso in the state budget bill 5883 states:

> "[L&I], in collaboration with the health care authority, shall work to ensure that a single platform provider credentialing system is implemented. The authority and department shall ensure that appropriate cost offsets and cost avoidance are assumed for reduced staff time required for provider credentialing activity and reductions in improper billing activity when implementing provider-credentialing systems... The department must enter into an agreement with the health care authority to pay its share of the costs of implementing and operating a new provider credentialing system."

The Provider Credentialing investment plan was accepted in November 2017 and the project was originally scheduled to complete in October 2019. By October of 2019, the project was not completed and the remaining process changes and system functionality remained undefined. Starting in November 2019 and through 2020, the project has been evaluating the remaining effort (scope, schedule, budget, resources, business process etc.) and in July 2020, OCIO formally suspended the project pending completion of project lessons learned and project replanning effort.

The project is about 50% complete and has identified functionality gaps as well as the remaining scope required to support Workers Compensation provider credentialing efforts. L&I has met the OCIO requested planning efforts to date; additional documents and deliverables remain, including the amended investment plan and technology budget request.

For TSB subcommittee discussion

OCIO has requested L&I present the Provider Credentialing Lessons Learned results to TSB.

Issue statement

L&I seeks to restart and complete the Provider Credentialing project with appropriate definition of scope, schedule, budget, and quality with all supporting processes and resources.

Management strategy and readiness plan

L&I is working to complete a full project replanning including rebaselining the project scope, schedule, budget, quality standards, updated project charter, project management plan, investment plan and technology budget. This work was recognized as a requirement of the project to complete the effort and was started before the July OCIO suspension; it is now close to completion.

Project budget and timeline

Budget	
$2.3M – 867K proviso in 17-19 biennium and remaining in agency funds	
$3.5M – agency funds 19-21 biennium	
$2.8M – IT pool reauthorization from 19-21 to 21-23 biennium	
$1.8M – DP request for 21-13 biennium	
$1.8M has been paid to HCA for ProviderOne change requests to date	
$2.35M is estimated for remaining ProviderOne change requests	
Total Project Cost	**$10.4M**

Key Project Milestones	Planned Date
OCIO Acceptance Investment Plan Amendment	11/17/2020
L&I signature of ProviderOne Change Requests	12/01/2020
ProviderOne Change Request 1 in production (Service Location)	04/30/2021
End-to-End Testing 1 (Non-network providers)	07/26/2021
ProviderOne Change Request 2 in production (Credentialing Workflow)	06/25/2021
ProviderOne Change Request 3 & 4 in production (NPDB & ABMS background API)	06/25/2021
End-to-End Testing 2 complete (Network providers)	10/28/2021
Go/No Go for non-network provider rollout	08/06/2021
(Phased) Rollout 1 (non-network providers)	09/03/2021
(Phased) Rollout 2 (non-network providers)	10/26/2021
Go/No Go for network provider rollout	12/02/2021
(Phased) Rollout 3 (network providers) – NOTE: likely adjust to early January 2022	12/22/2021
(Phased) Rollout 4 (network providers)	02/18/2022
Project Closeout	04/18/2022

Key Events to Date	Date
Functionality complete for ProviderOne Applications, Lexis/Nexis API (background checks), MIPS (billing) API, Data migration development	Fall 2019
Key resource changes (new Executive sponsor, QA, PM, OCM, OCIO consultant, added test manager)	Spring/Summer 2020
OCIO Suspension	July 2020
Project (re)Planning deliverables	August 2020 to current