



Florida Agency For Health Care Administration HIPAA Project Management Office Approach and Tools February 2003



4th Largest Medicaid Health Plan in US ***\$11 Billion in Expenditures***

Key Responsibilities:

Medicaid Case Load		2 Million/month
Claims Managed		120 Million/year
Provider Enrollment		67,000

Budget Data

State of Florida Budget		22%
State Labor Force		1.5%
Florida HHS Agencies Budget		62%
Florida HHS Agencies Labor Force		6.5%

Major Project Milestones and Schedule

Project Management Office (PMO) Approach and Tools

PMO Tracking System Demonstration

Questions and Answers

Conducted a Gap Analysis in September 2001

Implemented a Project Management Office in March 2002

Conducted an agency-wide privacy and security gap analysis in May 2002

Developed a Medicaid Strategic Plan in June 2002

Reviewed and chose a remediation option in June 2002

Developed and obtained approval of an implementation APD in June 2002

Defined AHCA as a Single Covered Entity in July 2002

Brought the remediation contractor on board August 2002

Hired a Privacy Officer in October 2002

Developed and implemented a cultural change management strategy

- ❑ Conducted survey of HIPAA awareness and current culture
- ❑ Delivered HIPAA awareness training
- ❑ Conducted gap analysis and defined desired culture
- ❑ Developed Change Management Plan
- ❑ Developed HIPAA Awareness materials and hosted awareness events
- ❑ Appointed HIPAA Liaisons
- ❑ Developed and implemented a communication strategy and feedback loop
 - ✓ Monthly conference call
 - ✓ Newsletter
 - ✓ Employee FAQ mailboxes
 - ✓ Banner Alerts



MHTML Document

Business Requirements Definition

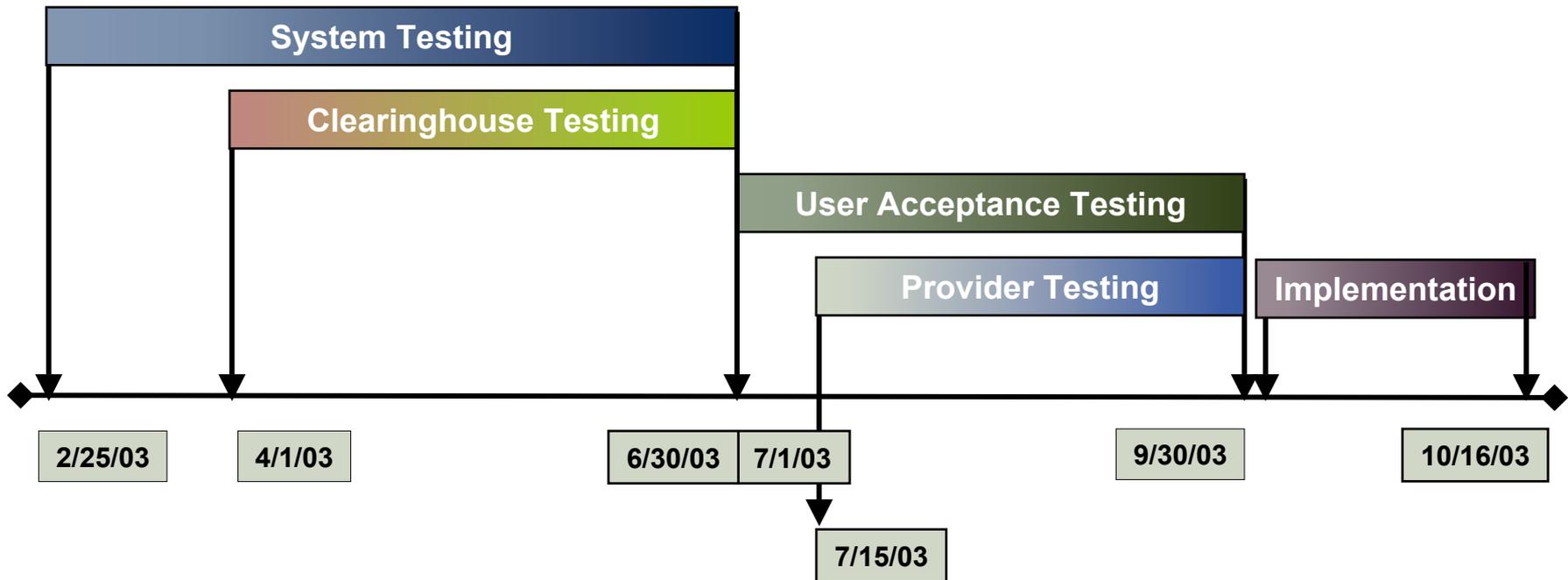
- Florida MMIS (FMMIS) and Clearinghouse requirements analysis completed January 2003

Technical Design

- Florida MMIS (FMMIS) Technical Design scheduled for completion mid-February 2003
- Clearinghouse Technical Design scheduled for completion at the end of February 2003

Construction and Unit Testing

- FMMIS scheduled for completion in April 2003
- Clearinghouse scheduled for completion in April 2003



Completed HIPAA compliant Policies and Procedures in December 2002

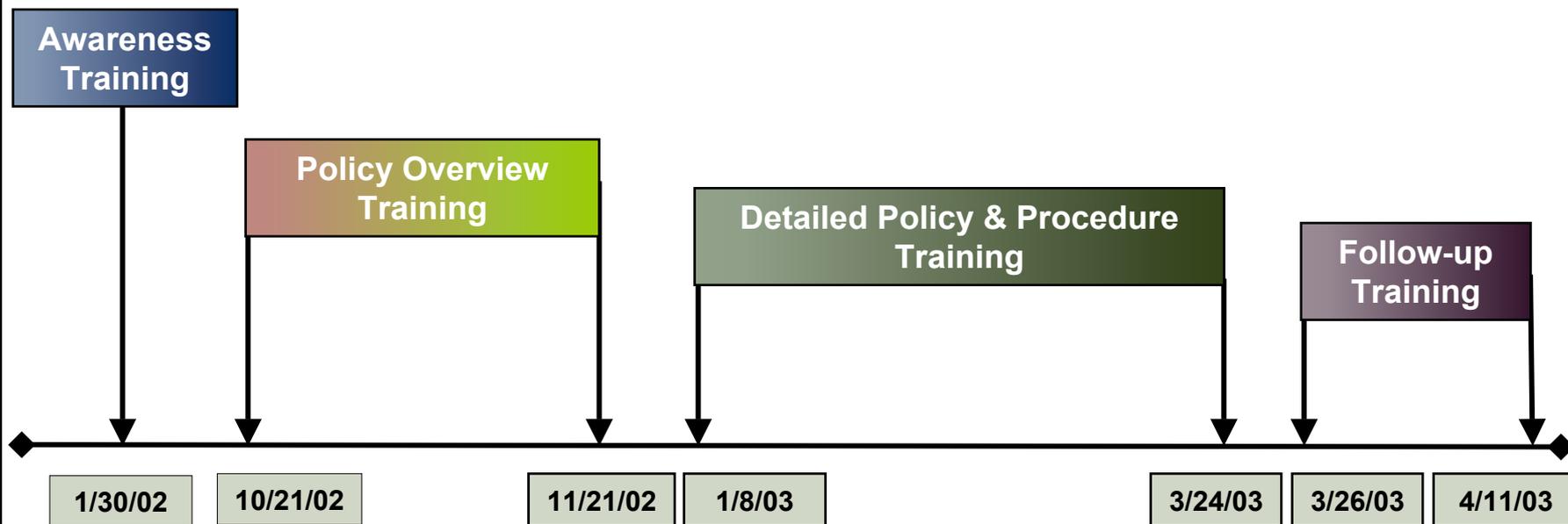
Business associate contract amendments and revised inter-agency agreements scheduled for completion March 2003

Assessment of physical safeguards and remediation of defects scheduled for completion March 2003

Recipient Notice of Privacy Practices

- Approved January 2003
- Translation scheduled for completion end of February 2003
- Staggered mailing to recipients scheduled for mid-March through April 11, 2003
- Posting to web site scheduled for April 14, 2003

Developed awareness training modules and HIPAA Policies and Procedures modules - Training will take place both at headquarters as well as area offices



Brochure and association letters completed June 2002

Vendor surveys completed October 2002

Companion guides scheduled for release in April 2003

First Provider HIPAA Newsletter completed December 2002

- Follow-up newsletters planned for Summer 2003

Targeted provider letters for groups “less likely” to be HIPAA savvy scheduled for spring and summer 2003 release

Provider Awareness Training modules completed October 2002

Detailed provider training scheduled for June through August 2003

Medicaid Provider Handbooks scheduled for completion in early October 2003

ACS performed a HIPAA security gap analysis in September 2001

Security concerns pertaining to the Privacy Rule have been incorporated in the privacy remediation project plan and will be addressed by April 2003

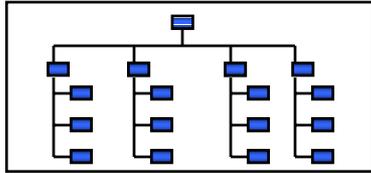
ACS is currently compliant with existing CMS standards pertaining to the transmission of health care data

Initiated review of the Gap Analysis and began the identification of key security issues in preparation for the final security rule

Awaiting the Final Security Rule to undertake formal project remediation planning and remediation

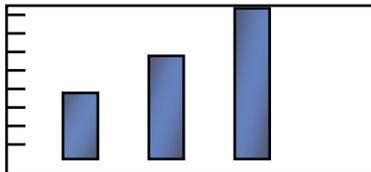
PMO Approach and Tools

Organizational Structure



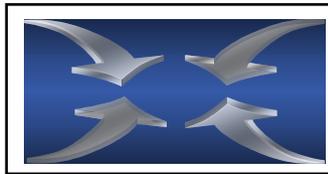
- ▲ Program Governance
- ▲ Accountability & Sponsorship
- ▲ Roles and responsibilities
- ▲ Team structures
- ▲ Dedicated resources

Measurement



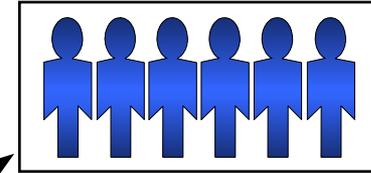
- ▲ Progress
- ▲ Results & Benefits
- ▲ Trends
- ▲ Management scorecards
- ▲ Financials
- ▲ Risk and Quality

Work Integration



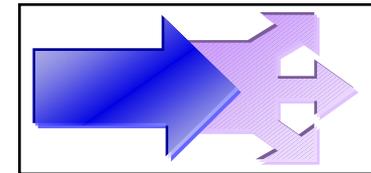
- ▲ Prioritization
- ▲ Resource sourcing & allocation
- ▲ Change campaign
- ▲ Contractor management
- ▲ Issue management
- ▲ Interdependencies
- ▲ Gap identification
- ▲ Best practice sharing
- ▲ Conflict management
- ▲ Design & integration reviews
- ▲ Expert resource pool
- ▲ Congruent objectives and goals

Management Standardization

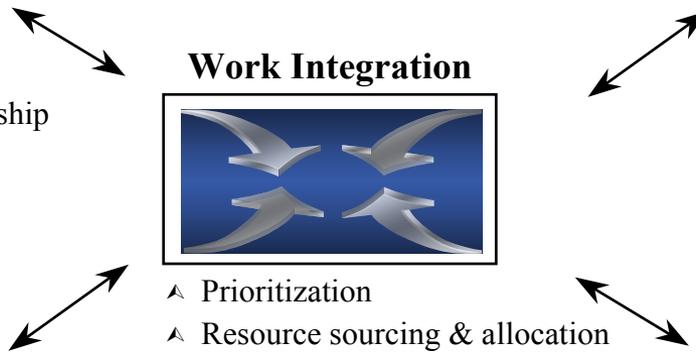


- ▲ Documentation
- ▲ Processes and procedures
- ▲ Nomenclature
- ▲ Project plan and approval hierarchy
- ▲ Tool standards
- ▲ Project discipline and ethic
- ▲ Meeting frequency

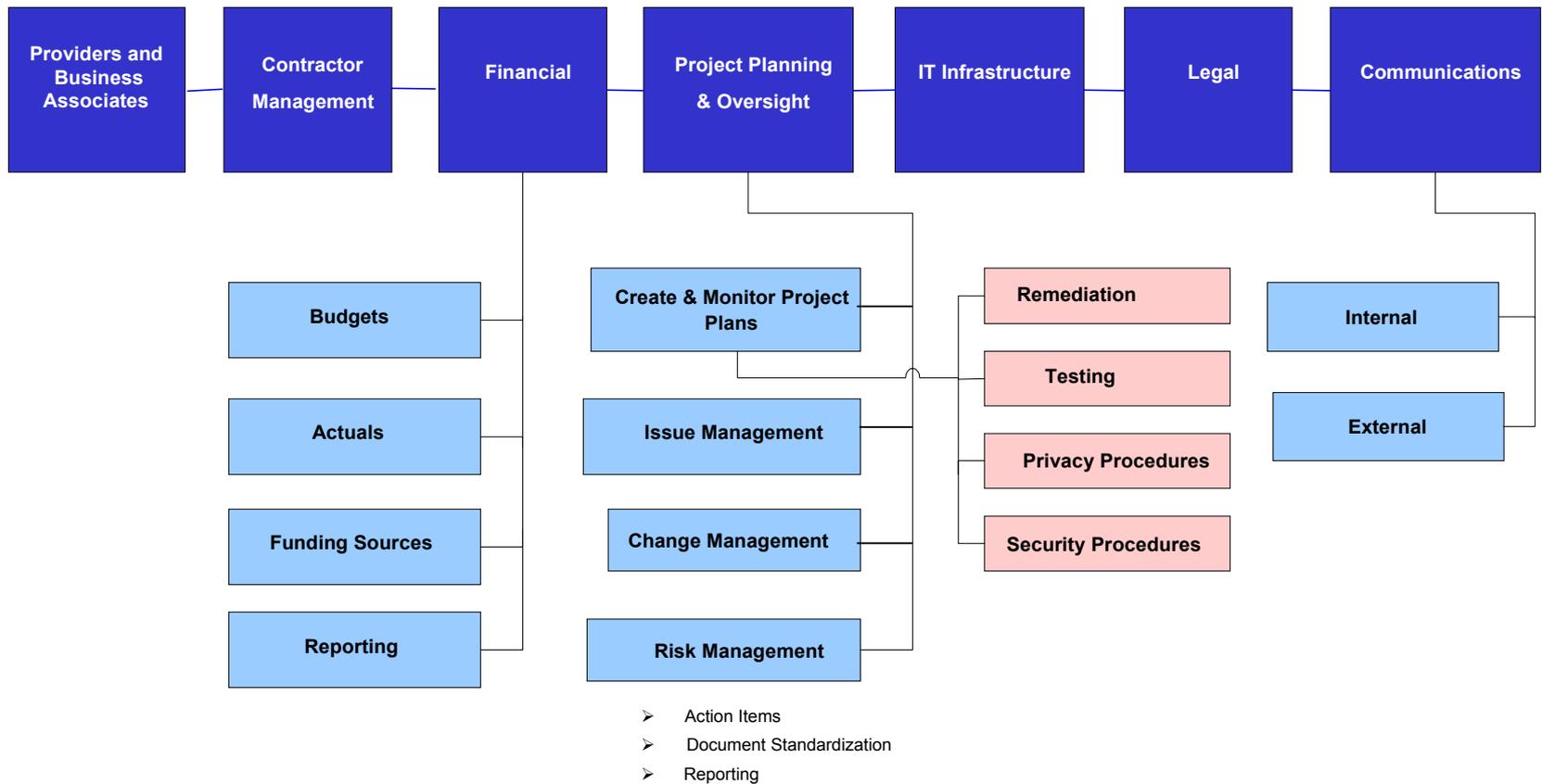
Communication



- ▲ Customers
- ▲ Employee Segments
- ▲ Shareholders
- ▲ Enterprise
- ▲ Stakeholders



PMO Functions



Project Plan



Weekly Project Team Status Reports

- Activities for the current period
- Activities for the next reporting period
- Project Plan updates
- Action Items
- Issues
- Risks
- Change Control



Monthly Status Updates

- Risk Mitigation Plan
- Financial Plan
- HIPAA Executive Steering Committee
- Legislative Briefings
- AHCA Leadership Team
- AHCA Management Team



Quarterly Legislative Briefings



Assessment Tools

- ❑ Privacy Interview Templates with HIPAA Regulatory Maps
- ❑ Security Interview Templates with HIPAA Regulatory Maps
- ❑ Covered Entity Survey

Strategic Plan Tools

- ❑ Strategic Plan Outline/Template
- ❑ EDI Translator Analysis Documentation
- ❑ Check Lists for Remediation Proposal Evaluation

Compliance Testing Tools

- ❑ Test Plan Document with MMIS Specific Test Schedule
- ❑ PMO Database Supporting the Creation and Oversight of Test Scenario, Scripts, Planning, Scheduling and Monitoring Activities
- ❑ X12 Transaction Creation Software

PMO Organizational Overview

PMO Charter

PMO Database to define and monitor:

- Action Items, Issues, Risks and Change Control Requests
- Test Scenario, Scripts, Planning, Scheduling and Monitoring
- PMO Database User Documentation

PMO Procedural Documentation for:

- Action Items
- Issues
- Risks
- Change Control Requests

PMO Risk Management Plan

PMO Communications Plan

PMO Financial Management Plan

Documentation Standards and Templates

- Project Plan
- Status Reporting Templates
 - ✓ Weekly
 - ✓ Monthly
 - ✓ Quarterly
- Power Point Presentation Templates

PMO Tracking System

The PMO Tracking System is comprised of three primary categories:

- ❑ PMO Functions
- ❑ Testing Functions
- ❑ Reports

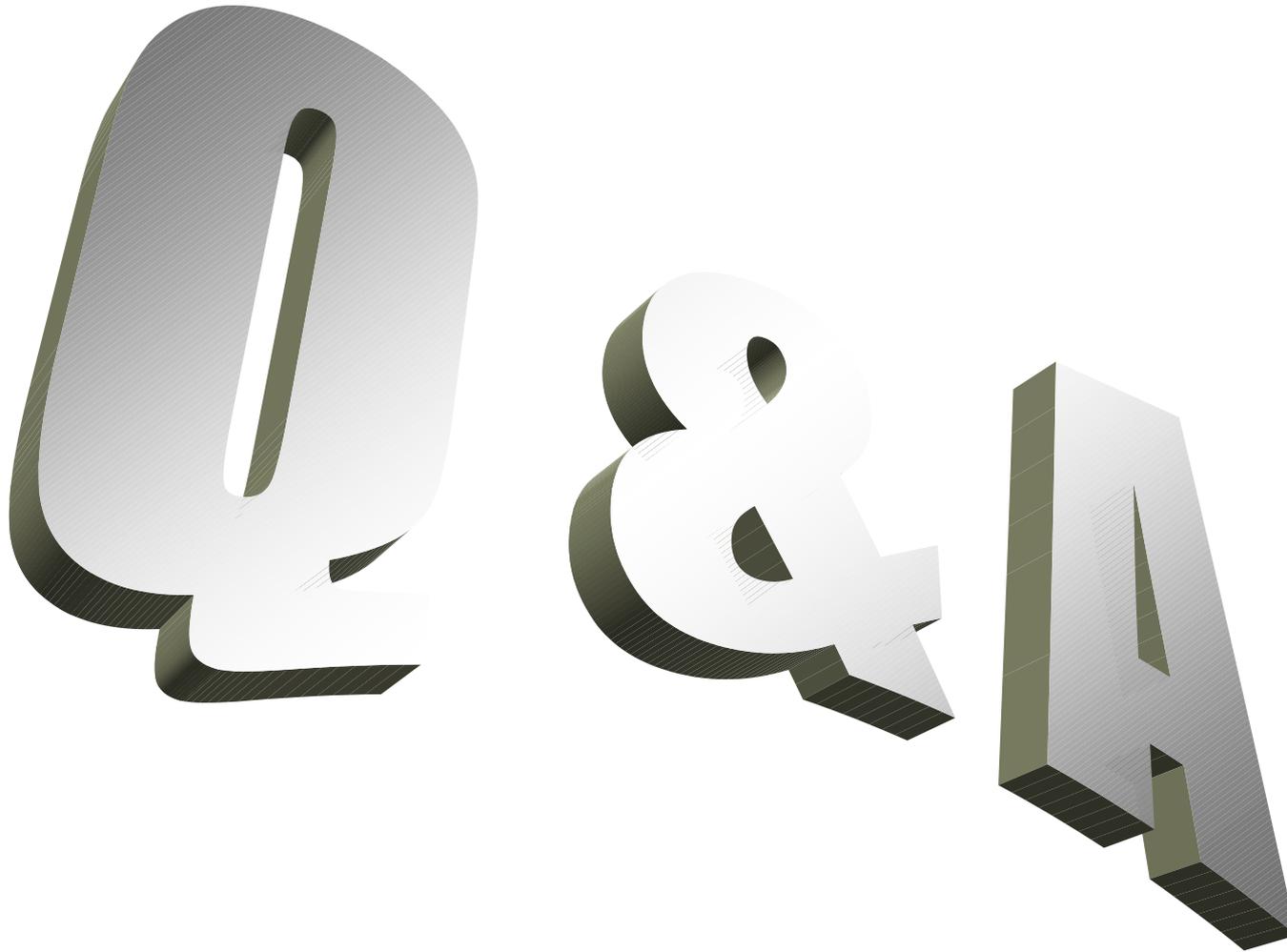
The PMO Tracking System is comprised of a series of forms, queries, tables, and standard reports

The PMO Tracking System is menu driven

The purpose of the PMO Tracking System is to provide users with the tools to record, track, and report on the following:

- Action Items
- Issues
- Change Requests
- Risks
- Test Scripts
- Test Results

PMO Tracking System Demonstration



Request for information or questions can be directed to
hipaamyflorida@fdhc.state.fl.us

Version Number	Release Date	Version Number Description	Description of Changes
1	1/6/2003	Baseline	
2	1/15/2003	First Updates	Alan Strowd changes
3	1/21/2003	Second set of updates	Project Team Updates
4	1/23/2003	Review comments	Incorporation of team member changes
5	1/27/2003	Review Comments	Additional team member updates
6	1/28/2003	Review Comments	Additional team member updates
7	1/29/2003	Walkthrough comments	Changes made based on team walkthrough