Louisiana Medicaid – LaMEDS

System & Logic Testing for Unwinding when the Continuous Eligibility Requirements Ends

Contents

1.0 Introduction and Context

The state's strategy is to return to normal operations and group the caseload population into three groups so that the workload can be completed as per the updated SHO received on March 3, 2022

- **EMS/HPE-TCP:** Recipients enrolled in special programs who are ineligible effective the end of the PHE
- **Cohort Population:** Recipients not successfully renewed within the 12 months prior to the begin date of the unwinding period and are present in the cohort table
- **Non-Cohort Population:** Recipients successfully renewed within the 12 months prior to the begin date of the unwinding period and are not present in the cohort table

The State's strategy for renewal realignment is based on **Option B2- C** provided in the CIB received on January 5, 2023. State begins 12-month unwinding period in April 2023.

- Month 1: Begin initiating unwinding related renewals (April 2023)
- Month 12: Last month to initiate unwinding related renewals (March 2024)
- Month 14: Last month to complete all unwinding related E&E actions (May 2024)

CMS SHO Guidance: To comply with New Conditions for Receipt of the Temporary FMAP Increase in effect April 1, 2023 through December 31, 2023. Section 5131 added a new subsection (f) to section 6008 of the FFCRA. States claiming the temporary FMAP increase for quarter 2, 3, and/or 4 of CY 2023 must satisfy the conditions under sections 6008(b)(1), 6008(b)(2), and 6008(b)(4), as described above, in addition to the following new conditions under section 6008(f) of the FFCRA:

- Conduct Medicaid eligibility redeterminations in accordance with all applicable federal requirements, including renewal strategies authorized under section 1902(e)(14)(A) of the Act or other alternative processes and procedures approved by CMS (section 6008(f)(2)(A));
- Attempt to ensure that they have up-to-date contact information for a beneficiary before redetermining eligibility for such beneficiary (section 6008(f)(2)(B)); and
- Undertake a good-faith effort to contact an individual using more than one modality prior to terminating their enrollment on the basis of returned mail (section 6008(f)(2)(C)).

Louisiana is implementing the additional changes below between the March 18th – April 18 timeframe to comply with the above guidance:

1. Ex-parte attempt via Asset Verification Service (AVS) check
2. LTC Renewal Ex-parte
3. Text Message and email to renewal population to provide updated contact information including address, phone number and email
4. NCOA validation prior to renewal run to gather up-to-date contact information and Maximus check
   a. Text message and email to NCOA identified "Potential Undeliverable Mail" population
5. Return Mail Modality
   a. Prevent auto-closure if return mail task received
   b. Text message to available phone number for return mail case

  c. Email message to available email address for return mail case

2.0 Configuration Plan

2.1. Implementation Plan

This Comprehensive Runbook for Day 0 will be executed in the STG environment March 4, 2023 – March 17, 2023. Test results will be produced by March 21, 2023. Implementation details and renewal dry run timeline is below:
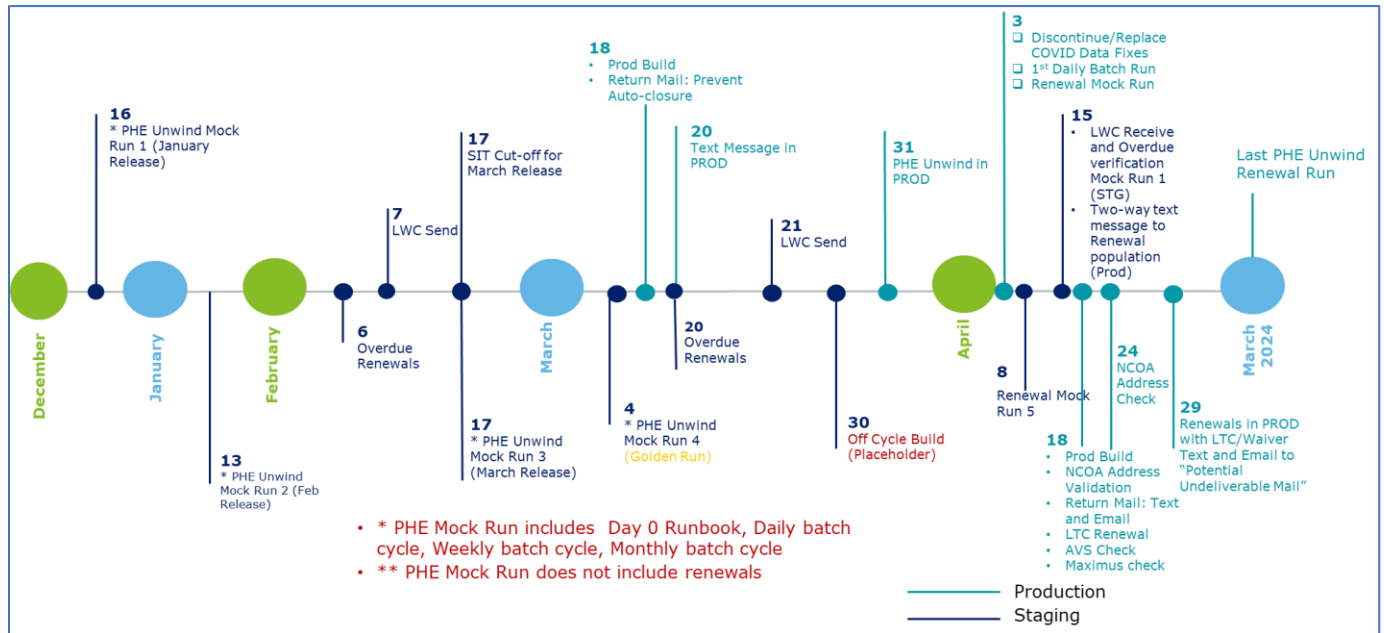
- Developed a comprehensive runbook for Unwind activities. This runbook is executed in SIT, UAT, M&O Dry Runs, and eventually production once the continuous eligibility period ends.

Comprehensive
Runbook - COVID Rev

3.0   Testing

3.1. Test Planning

Identified approach and implemented changes based on the March 2022 SHO guidance. Below documents capture the work developed, tested, and implemented for Unwinding.

COVID Unwind - Approach.pptx

3.1.1.   Identify unwinding system and process changes to test

Given the State's approach for Unwind, the test approach takes into consideration all system and process changes.

Testing for Unwinding-Related Changes

- System changes to renewal batches per CMS PHE Waivers
- Identify all M&O data fixes that will be retired once PHE ends

Testing for Unwinding-Related Risks

- Execute performance testing to assess the system's ability to handle the influx of applications anticipated post-PHE. Data set is the pre-PHE volume of applications processed monthly + 20%

Testing to confirm that end-to-end system for completing redeterminations is functioning

- Test all code and data fixes required for PHE Unwinding
  - Code to prevent negative action for cohort population until renewal is complete or expires
  - Data fixes for renewal distribution and realignment
  - Data fixes to end date COVID overrides
  - Data fixes to remove high dated verifications
- Completed partner testing with FFM to verify they can receive the following
  - Email address and phone numbers on account transfers
  - Individuals under the age of 18
- Completed partner testing with SNAP when implemented changes for ex-parte renewals to extend SNAP recertification to adult programs
- Completed partner testing with MMIS to share renewal dates after renewal realignment
  - Purpose: MCOs will receive the population due for renewal each month to perform outreach to recipients informing them to submit their renewals
- Complete partner testing with NCOA as part of CMS guidance to gather up-to-date contact information
- Complete partner testing with AVS as part of expanding ex-parte options
- Complete text messaging and email implementation

3.1.2. Select testing scenarios and supporting data for those scenarios

- The following document captures the extensive testing completed as part of Unwind effort

COVID Unwind Test
Approach.docx

- Executed full volume dry run and tested with the following data sets

Validation will be performed across the cohort and non-cohort population post renewal execution:

- Cohort Population
    - **ED123** - Closures & Transitions (Prevent Lesser Benefits)
    - **Overrides -** Individuals with overridden benefits (excludes HPE-TCP & EMS)
    - **Interface Unverified population (INUV)** with verifications currently high dated
    - **SR10** - Reduction in benefits during Renewals
    - **LTC without Vendor Payment (VP) –** individuals receiving LTC benefits but have been discharged from a facility during the PHE (no VP segment)
    - **Waiver without Vendor Payment –** waiver individuals receiving benefits but have been discharged from a facility during the PHE (no VP segment)
    - **Overdue Renewal –** Individuals who are tagged to Standard Renewal or failed to return their Renewal Packet during the PHE. Recertification Due Date is currently high dated
        - Did not have a standard renewal initiated during the PHE (2099)
        - Failed to return a renewal packet sent during PHE (2098)
        - Recertification due dates of 2100
    - **Overdue Verification –** Individuals who failed to return their Verification during the PHE. Verification Due Date is currently high dated
    - **Applications received prior to March 31, 2023 and individual has not gone through the renewal process.**
    - **Confirm that the population that was missing in cohort (pointed out by Theresa) are added**
- Non cohort population

Validate sample of cases under each category:

- Approvals
- Closures
- Transitions
- Pends (ED)
- Correspondence (CO)
    - RFIs (Regular CO)
    - Decision Letters (Regular CO)
    - Standard Renewal Packets (renewal CO)

Types of Assistance (TOAs) & Households (HH)

- MAGI/Non-Magi
- Dual eligible/MSP eligible
- LTC/Waiver
- Single individual and multi member HH
- Continuous coverage programs
- Age Out
- Pregnancy (12-month post-partum)
- Roll Down TOAs – SSI, FITAP, Child Welfare, BCC

3.1.3. Identify stakeholders

- The scrum-agile framework for Louisiana Medicaid involves key business and technical stakeholders to gather requirements, refine user stories and acceptance criteria, and sign-off on the implementation.
- During the unwinding period, a report will be generated of all Waiver recipients due for renewal and shared with Waiver SRI (Statistical Resources Inc)

3.1.4. Determine test types to best test system/process changes

Test Type	Status	Approach
Unit Testing	In Progress	All development implementation for PHE Unwind was unit tested and reviewed
System Integration Testing	In Progress	Full volume dry runs, testing, and validation completed to identify defects (existing production or PHE-Unwind related)
Regression Testing	In Progress	Regression testing completed each sprint for items implemented in previous sprint
Performance/Load Testing	In Progress	Full volume dry run execution completed
User Acceptance Testing	In Progress	Full volume dry runs, testing, and validation completed to identify defects (existing production or PHE-Unwind related)
Data Testing	In Progress	Implemented PHE Unwind Tableau dashboard for CMS reporting Tested various interface data sources
Security Testing	In Progress	No change to current security measures

3.2. Test Process and Tools Setup

3.2.1. Test Criteria and Mitigation Plan

- Louisiana Medicaid (LaMEDS) operates on a Scrum-Agile timeline and implements functionality through Program Increments and Sprint Releases
- All User Story and Acceptance criteria is required to be tested and signed off by DEV, SIT, and UAT. The Product Owner reviews the proof of testing and provides sign off on each item
- At the end of each sprint, the team gives a demo to key stakeholders
- The entry criteria must meet the 'Definition of Ready' to begin working on the user story and the exit criteria must meet the 'Definition of Done' to be approved and closed

- All defects identified during the testing phase are addressed per the defect guidance of the project.

3.2.2. Testing Schedule

- Developed a test schedule that aligned with the Agile Sprint Cadence to implement changes for Unwind

COVID Unwind Dry
Run Timelines.xlsx

3.2.2.1 Testing Plan prior to Go-Live

- Effective Feb 10 (March build) all testing for defects and features will be tested in an environment that will reflect after PHE Unwind. Note: PHE Flag will be turned off
- Developed a test schedule to align with the production releases to address any changes for unwind identified as part of the Mock runs.
  - o There are three mock runs planned to run the Day 0 process followed by daily batch cycles and June renewals in **STG1** prior to running in production:
    - **Mock Run 1: Jan 13th – Feb 3rd (in-progress),**
      - Mock Run 1 Report and Findings: Provided on Feb 7th
    - **Mock Run 2: Feb 17th – March 3rd**
      - Mock Run 2 Report and Findings: Provided on March 7th
    - **Mock Run 3 (with the March 18th build, flag off testing): March 4th - March 17th**
      - Mock Run 3 Report and Findings: Provided on Monday, March 21st
    - **One additional Renewals Mock-run will be performed: April 3rd to April 13th**
      - Renewal's report and findings: Provided on April 17th

3.2.3. Testing Environment

- PHE Unwind testing was executed in SIT, UAT, STG & Performance environments
- Configured PHE Unwind runbooks in IWS batch scheduler to mimic production
- Capture metrics and execution time during dry runs to estimate timings expected for production execution

3.3. Test Execution and Follow-Up

The following report captures all defects identified during PHE Unwind Dry Run testing. We will update the execution results based on completing the new changes that are planned.

CMS Test Tracking
Reporting.xlsx

4.0   Automated Testing

- Automated selenium scripts to test and validate automatically
  - o 61 automated scripts for Unwind
- Automated Notice PSS file validation via BOT
- Automated testing via Data integrity queries