

# Green Mountain Care Board Presentation

June 3, 2020



# Agenda

- ❑ Introduction
- ❑ FY21 Budget Request
- ❑ COVID-19 Support Update
- ❑ Consent Update
- ❑ Collaborative Services Update
- ❑ Quarterly Report
- ❑ Technology Update

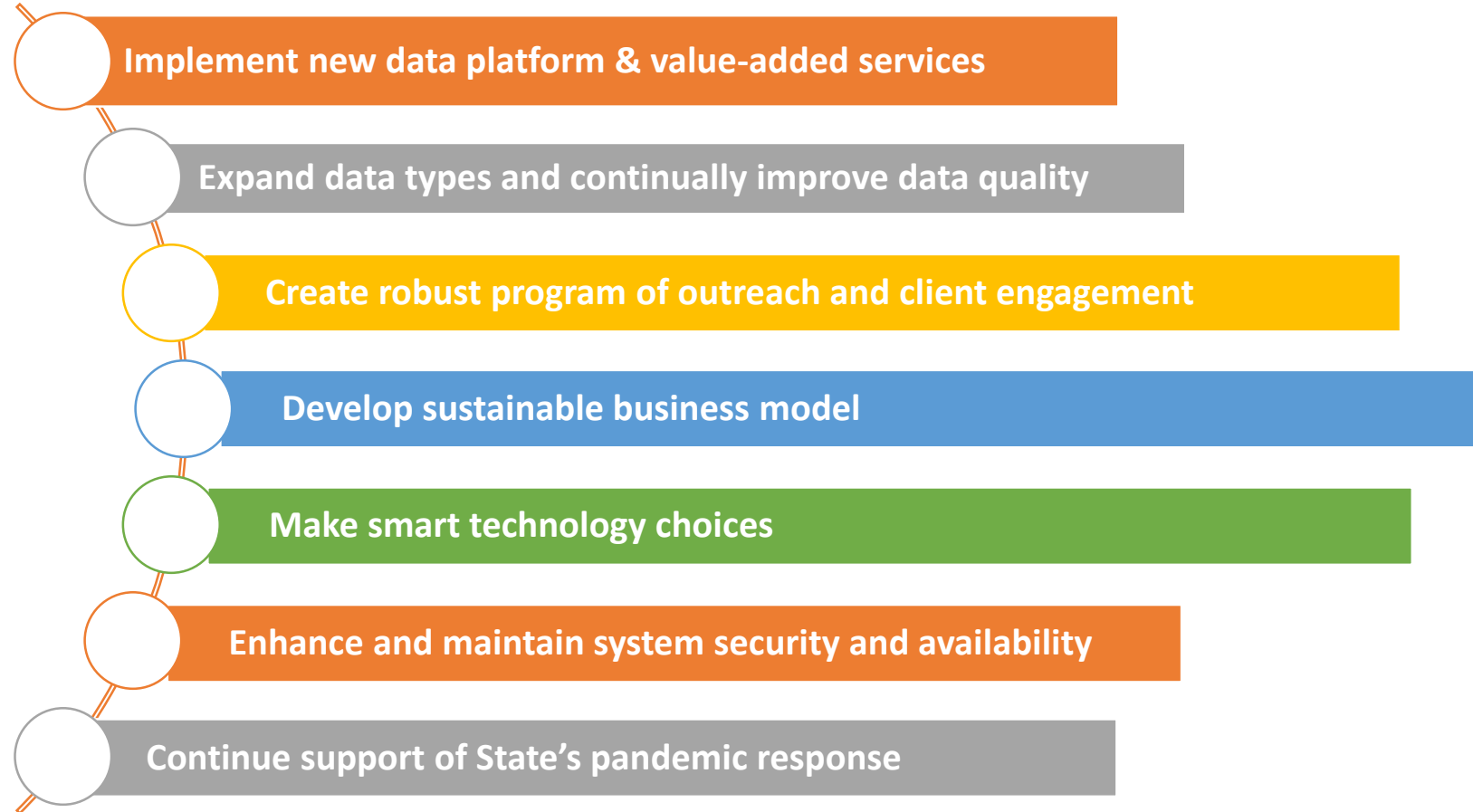
# FY21 Budget Overview

# FY20 Achievements

- ✓ Implemented Consent Policy Change
- ✓ Completed Collaborative Services Phase I Projects – Master Patient Index, Terminology Services, Integration Engine
- ✓ Selected vendor and began implementation of Future Platform
- ✓ Initiated planning and stakeholder engagement for collection of sensitive data in the VHIE
- ✓ Continued work to enhance and maintain the security and availability of the VHIE
- ✓ Continued collaboration with the Health Information Exchange Steering Committee
- ✓ Worked with State to meet data and reporting needs to support pandemic response

# FY21 Budget Overview

## FY21 Goals



# FY21 Budget Request

# FY20 Forecast

Item	FY20 Updated Budget	Variance	FY20 Forecast
SOV-DVHA	6,560,133	(820,145)	5,739,987
OCV	836,000	(33,500)	802,500
All other	171,000	33,177	204,177
<b>Total Revenue</b>	<b>7,567,133</b>	<b>(820,468)</b>	<b>6,746,665</b>
Total personnel costs	3,070,614	(222,023)	2,848,591
VHIE hosting costs	1,115,198	(129,103)	986,095
Information Technology	1,634,090	12,090	1,646,181
Consulting/Legal/Accounting	1,178,438	(605,202)	573,237
Occupancy	144,116	1,738	145,854
All Other	414,996	(50,142)	364,855
Contingency	150,000	(150,000)	-
<b>Total Expenses</b>	<b>7,707,453</b>	<b>(1,142,641)</b>	<b>6,564,813</b>
<b>Change in Net Assets</b>	<b>(140,321)</b>	<b>322,173</b>	<b>181,852</b>
CAPEX	(42,704)	(52,527)	(95,231)
<b>Change in Net Assets (with CAPEX)</b>	<b>\$ (183,025)</b>	<b>\$ 269,646</b>	<b>\$ 86,621</b>

- COVID19 is impacting FY20 revenues
- Expenses below budget due to postponement of certain projects, deferment of some costs, and better performance than estimated
- Change in Net Assets forecast to be positive \$182K (3%) or \$87K (1%) if CAPEX is included

# FY21 Budget Assumptions

1

COVID19 will negatively impact revenue as some deliverables will not be completed due to HCO availability

2

CY21 DVHA contract awarded by January 2021 at amounts projected

3

Implementation of new data warehouse platform is completed by January 2021

4

Includes an allowance for pandemic impacts to revenue, reflected as a negative revenue item

5

Costs trends as projected



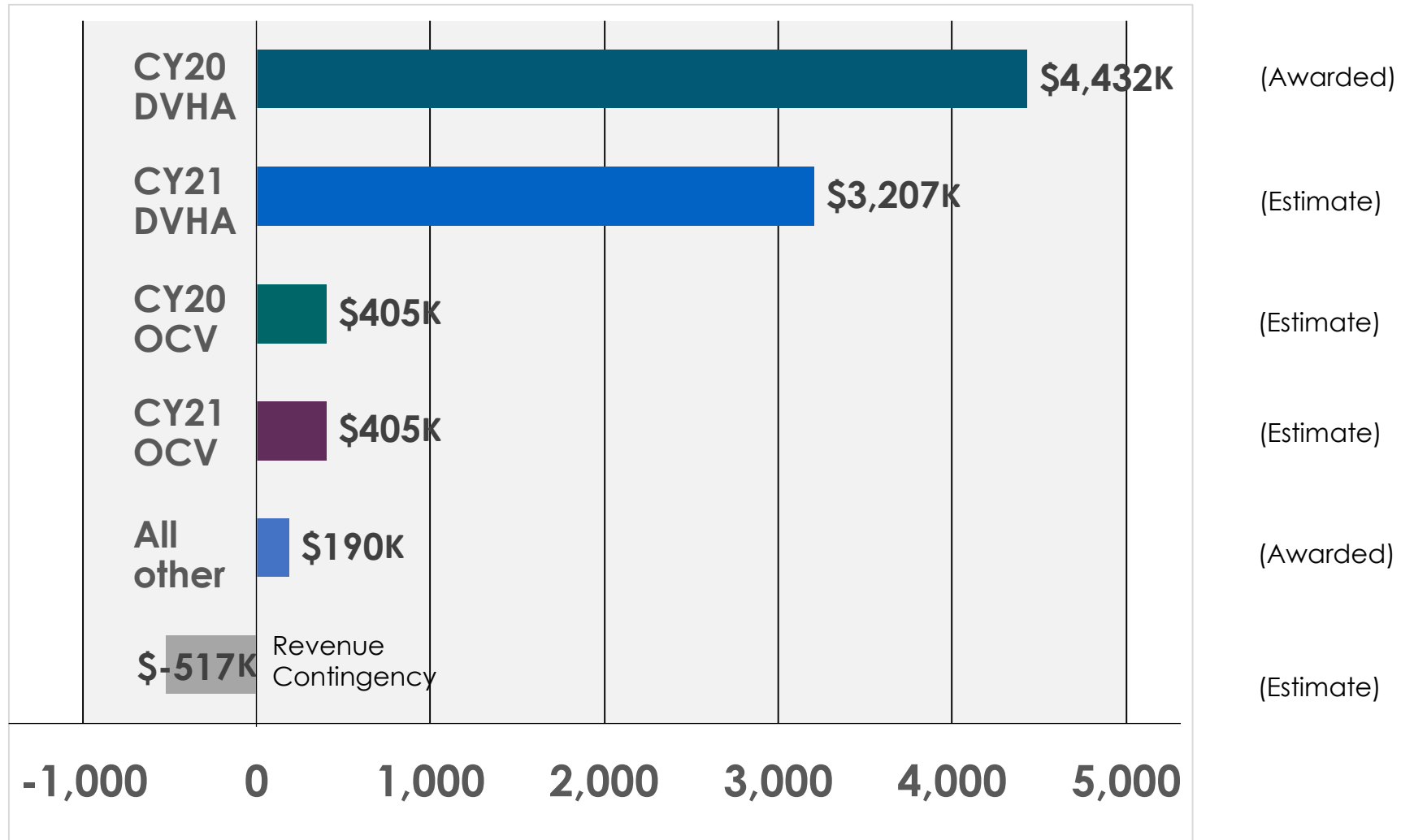
# Revenue

Revenue source	FY19 Audited	FY20 Updated Budget	FY20 Latest Forecast	FY21 Budget
Prior State contracts	2,650,785	-	-	-
CY19	2,393,303	2,433,241	2,398,867	-
CY20	-	4,126,892	3,341,120	4,431,509
CY21	-	-	-	3,207,006
Total State Contracts	5,044,088	6,560,133	5,739,987	7,638,515
OCV	834,420	836,000	802,500	810,000
All Others	184,764	171,000	204,178	190,000
Potential pandemic impact to revenue	-	-	-	(517,111)
<b>Total Revenue</b>	<b>6,063,272</b>	<b>7,567,133</b>	<b>6,746,665</b>	<b>8,121,404</b>

- CY20 state contract increased due to investments in Collaborative Services projects and Future Data Platform
- FY20 and FY21 are projected to be impacted by COVID19
- CY21 state contract is yet to be determined. VITL and DVHA will be working collaboratively to determine and define work scope and cost
- The uncertainty of the COVID19 impact to revenue was included as a negative contingency of 6% of total revenue

# FY21 Projected Revenue

**Total FY21  
Revenue  
\$8,121K**



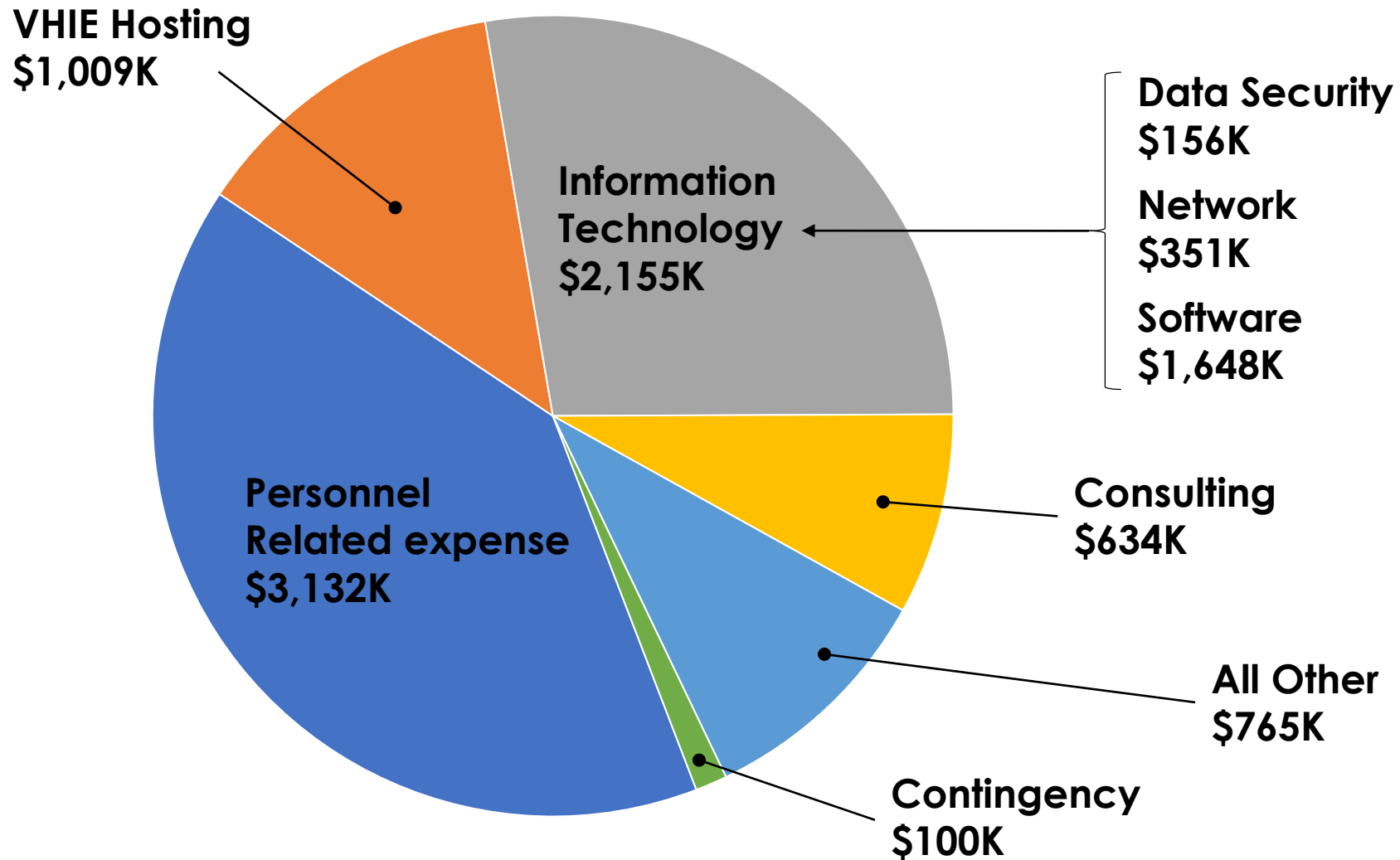
# Expenses

	FY19 Audited	FY20 Updated Budget	FY20 Latest Forecast	FY21 Budget
Revenue	6,063,272	7,567,133	6,746,665	8,121,404
Expenses				
Labor Cost	1,892,225	2,155,757	2,018,320	2,204,626
Fringe Related Costs	812,719	914,857	830,272	927,708
Personnel Related Expenses	2,704,944	3,070,614	2,848,591	3,132,334
VHIE Hosting	1,004,201	1,115,198	986,095	1,009,498
Information Technology	588,362	1,634,090	1,646,181	2,154,897
Consultants	13,465	888,775	364,042	634,100
Occupancy	204,226	144,116	145,854	146,903
Legal & Accounting	294,251	289,664	209,195	167,207
Education & Outreach	5,928	49,440	38,935	67,340
Insurance	102,284	86,689	86,218	84,843
EE Recruitment/Prof. Dev.	34,628	77,536	38,556	61,886
Telecommunications	59,340	63,775	63,429	56,940
All Other	111,861	137,556	137,716	178,654
Contingency	-	150,000	-	100,000
Total All Expenses	5,123,490	7,707,453	6,564,813	7,794,603
<b>Change in Net Assets (w/o CAPEX)</b>	<b>\$ 939,782</b>	<b>\$ (140,321)</b>	<b>\$ 181,852</b>	<b>\$ 326,801</b>
CAPEX	(89,976)	(42,704)	(95,232)	(321,327)
<b>Change in Net Assets (with CAPEX)</b>	<b>\$ 849,806</b>	<b>\$ (183,025)</b>	<b>\$ 86,620</b>	<b>\$ 5,474</b>

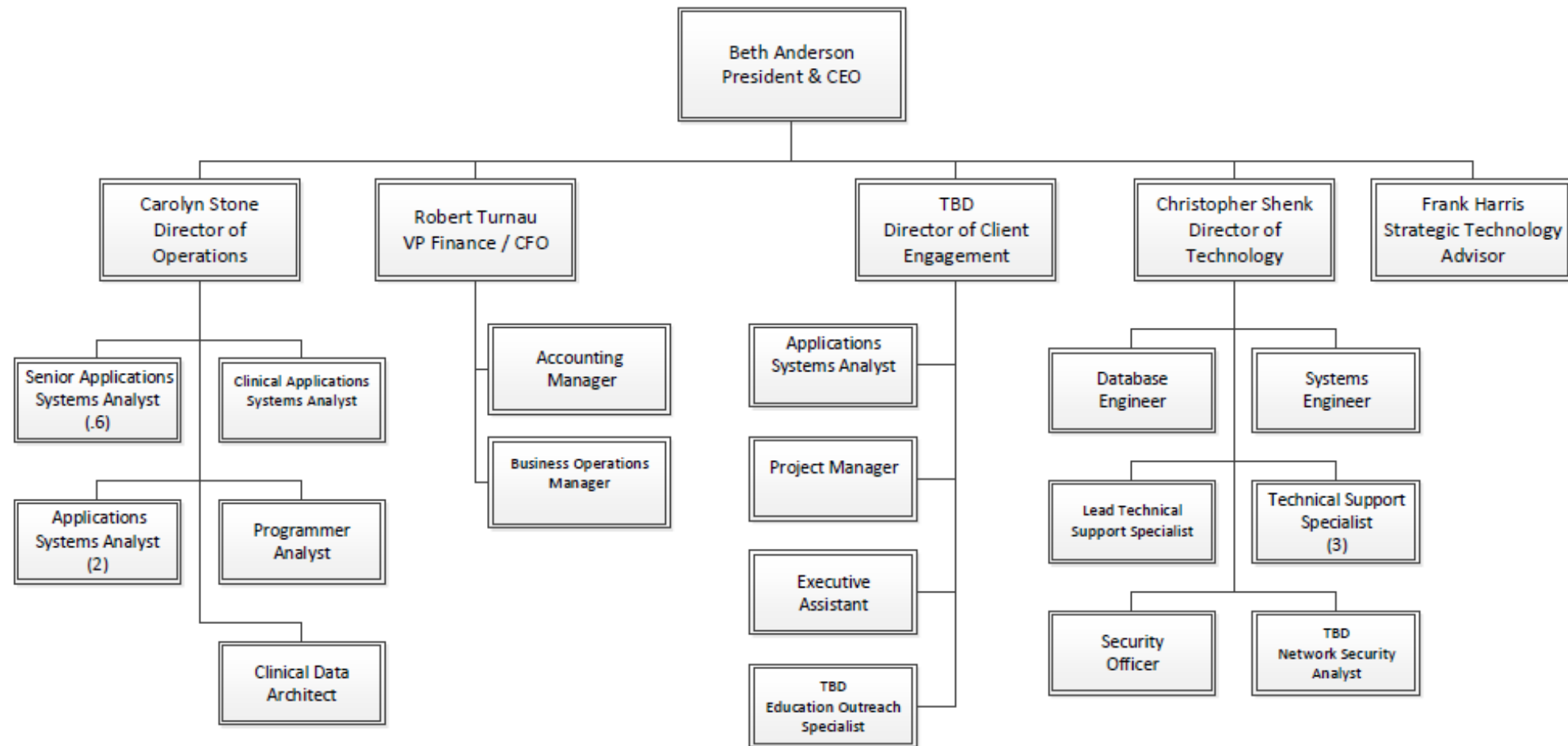
## FY21

- Labor represents 40% of total cost
- Information Technology costs are 28%
- VHIE Hosting expense are 13%

# FY21 Expenses



# VITL Organization Chart



# Headcount

Department	FY19	FY20	FY20		FY21
	Actual	Budget	Updated Budget	FY20 Forecast	Budget
Administration	5.0	5.0	5.0	5.0	5.0
Client Engagement	3.0	3.0	3.0	3.0	4.0
Technical Support	3.0	3.0	4.0	4.0	4.0
Operations	6.6	5.6	6.6	6.6	6.6
Technology	6.0	6.0	5.0	4.0	5.0
<b>Total</b>	<b>23.6</b>	<b>22.6</b>	<b>23.6</b>	<b>22.6</b>	<b>24.6</b>
Change in actual/budget	0.0	(1.0)	1.0		1.0

- A lean organization focused on meeting stakeholder requirements
- Org chart reflects FY21 staffing including open positions
- FY21 Budget 24.6 FTEs which adds 1 position to support educational outreach in 3Q
- FY21 Budget is 6 FTEs below FY17 actual

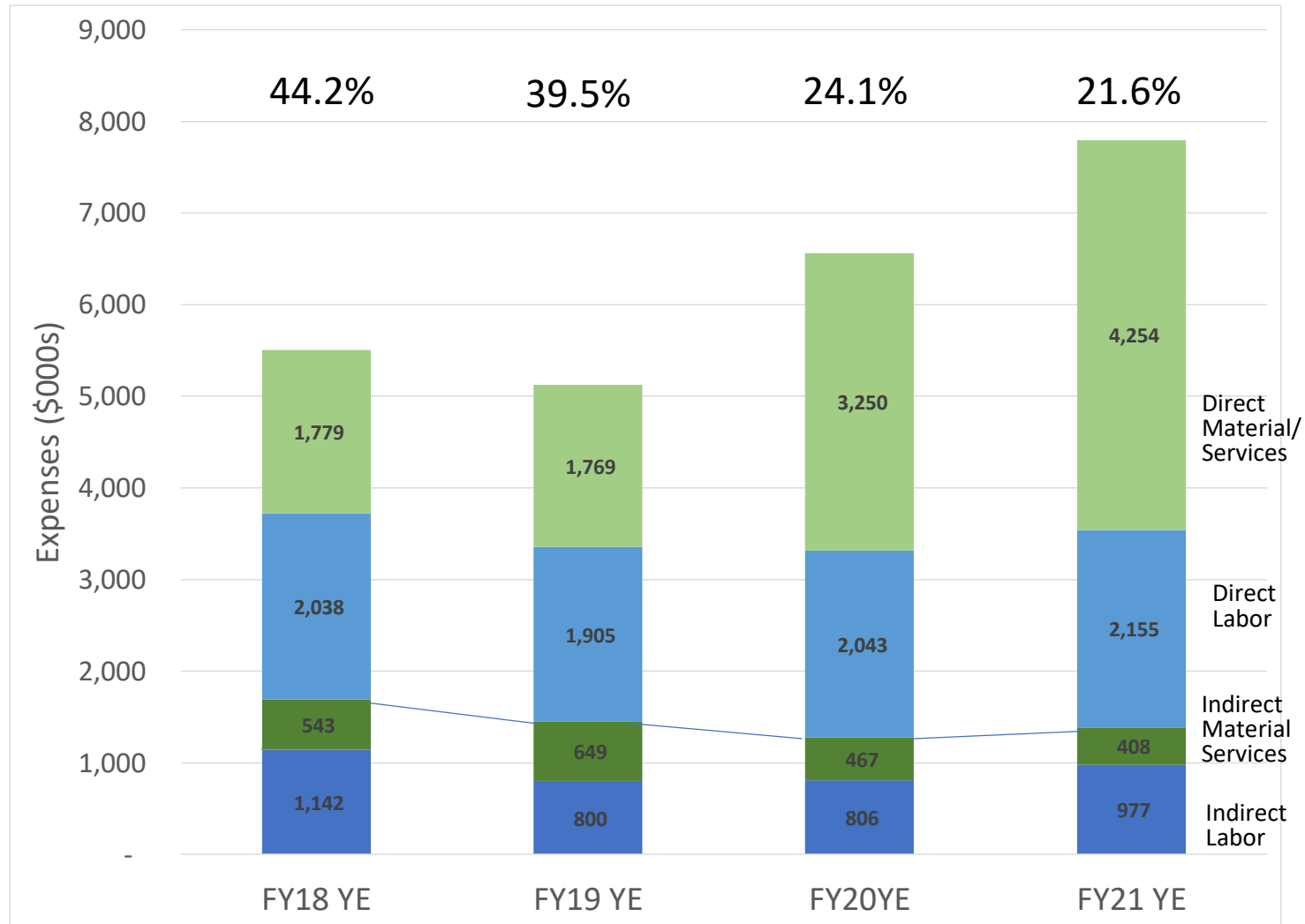
# Personnel Costs

Personnel costs	FY19 Audited	FY20 Updated Budget	FY20 Latest Forecast	FY21 Budget
Total Salaries & Wages	2,151,778	2,427,775	2,277,703	2,492,115
Severance	17,225	10,000	-	10,000
WIP	(24,946)	-	-	-
Less PTO (Vacation/Holidays)	(251,832)	(282,018)	(259,383)	(297,489)
<b>Total Labor Cost</b>	<b>1,892,225</b>	<b>2,155,757</b>	<b>2,018,320</b>	<b>2,204,626</b>
Employee Benefits	291,585	345,209	288,879	338,427
Payroll Taxes	181,466	208,087	187,261	217,249
Performance Incentive	8,000	-	-	-
PTO Expense	251,832	282,018	259,383	297,489
Retirement Contributions	53,523	64,543	58,534	64,543
Accrued Vacation/PTO	26,313	15,000	36,215	10,000
All Other	-	-	-	-
<b>Total Fringe Expense</b>	<b>812,719</b>	<b>914,857</b>	<b>830,272</b>	<b>927,708</b>
<b>Total Personnel Expense</b>	<b>2,704,944</b>	<b>3,070,614</b>	<b>2,848,591</b>	<b>3,132,334</b>

## FY21

- One new FTE beginning January
- Merit increases 3%
- Same/similar benefits plan
- Allowance for uncertainty with health insurance due to COVID19

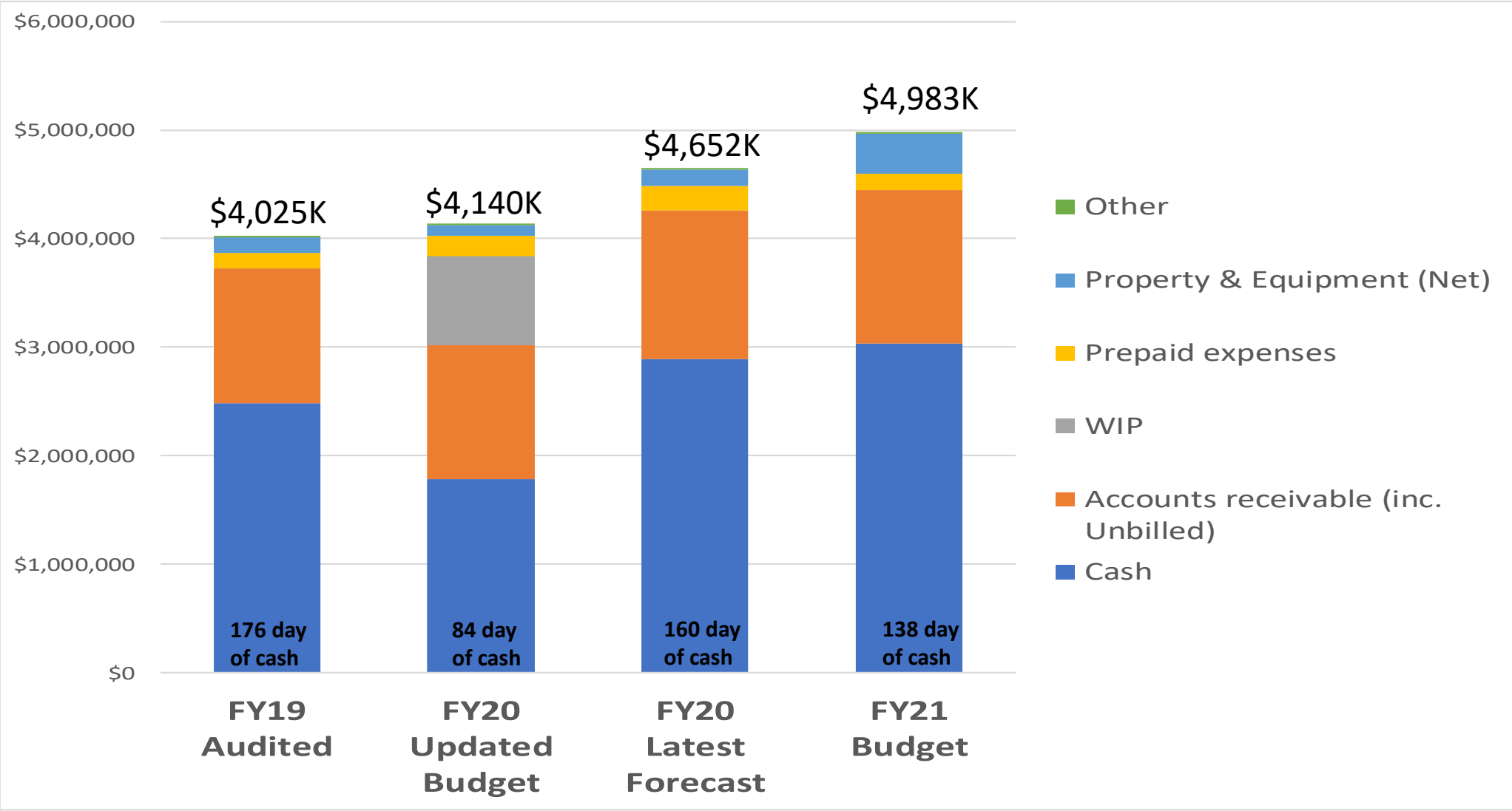
# Indirect Rates



- Small organization, where the changes in direct cost or indirect drive large changes in the rate
- VITL has worked hard to keep indirect costs in check over the past three years
- The addition of Collaborative Services and Future Data Platform projects have added direct cost to VITL and reduced the indirect rate



# Balance Sheet by Year



# COVID-19 Support Update

# Overview

The Vermont Health Information Exchange (VHIE) has been able to deliver important information to Vermont health care organizations and providers, to enhance data availability and minimize manual data collection

- Supporting Vermont Department of Health's data needs to complete surveillance reporting and monitoring hospitalizations and resource usage
- Ensuring test results are available in the VHIE
- Evaluating and improving data quality to ensure accuracy of reporting
- Educating providers on data availability and access
- Providing custom reports for participating health care organizations, where requested

# Working with Vermont Department of Health

Directive from the State to share data for public health purposes during the declared State of Emergency consistent with the HHS Notice of Enforcement Discretion for Business Associates issued on 4/2/2020

*“... As a matter of enforcement discretion, effective immediately, the HHS Office for Civil Rights (OCR) will exercise its enforcement discretion and will not impose potential penalties for violations of certain provisions of the HIPAA Privacy Rule against covered health care providers or their business associates for uses and disclosures of protected health information by business associates for public health and health oversight activities during the COVID-19 nationwide public health emergency.”*

# VITLAccess Provider Portal

## Getting Patient Data to Providers

- Educating participating health care organizations (HCOs) about VITLAccess availability and the data available
- Reaching out to Emergency Services Teams to introduce VITLAccess as a tool that is available to them
- Maintaining a list of test names to assist providers in finding patient test results, to be shared with VITL participating HCOs

## Supporting Patient-Level Data Collection Needs of Epidemiology Team at VDH

- Provided Epidemiology team training and permissions for VITLAccess, which has allowed them to decrease the need to call providers for data collection purposes to inform required reporting (e.g. CDC)

# Interfaces

Building and updating interfaces to ensure COVID test results are captured and available in the VHIE for providers and to ensure accurate Vermont Department of Health (VDH) reporting

- Working with the VDH Staff to build a new interface to receive the results from the COVID testing that is being done by the State Lab
- Exploring need/means to capture lab data from point of care testing with VDH
- Evaluating data quality and working with hospitals to ensure accuracy and completeness of their data feeds

# Reporting

## Providing Data for State's Daily Reporting Efforts

- Team automated a daily report to populate the VDH DB that provides clinical data in an electronic structured way and removes the need for inconsistent, manual collection from providers
  - Data quality work also underway with Hospitals to ensure completeness of information in their interfaces
- Preparing to push hospital census data to their EM Resource system and public-facing reports (currently submitted by each hospital daily)

Providing Reporting Assistance to VITL customers to identify their positive patients

# Consent Update



# Opt-Out Transition: Consent Requests

Dates (4-week periods)	Information Requests to VITL	VITL Opt-Outs Request Received	HCO Opt-Outs Processed	Total Opt-Outs Received
1/26/2020 - 2/22/2020	38	84	39	123
2/23/2020 - 3/21/2020	59	292	30	322
3/22/2020 - 4/18/2020	7	13	2	15
4/19/2020 - 5/16/2020	9	16	0	16
<b>Totals</b>	<b>113</b>	<b>405</b>	<b>71</b>	<b>476</b>

# Collaborative Services and Future Data Platform

# Collaborative Services – Phase 1

## Universal MPI

Solution: Verato UMPI

Live in January 2020  
for reporting clients  
like VCCI, OCV, BP

The provider portal  
will take until next  
year

## Interfacing

Solution: Rhapsody

Provided by  
Cureous Innovations

Live in April 2020

## Terminology Services

Solution: Term Atlas

Developed and  
provided by  
Cureous Innovations  
(HealthInfoNet, Maine  
HIE)

Live in April 2020

# Collaborative Services – Phase 2 Future Data Platform

## Vendor Selection

Completed Feb 2020

Participants:

- VITL (lead)
- DVHA
- ADS
- Blueprint for Health
- OneCare Vermont
- Vermont Care Partners
- Bi-State Primary Care Association
- GMCB

## Contracting

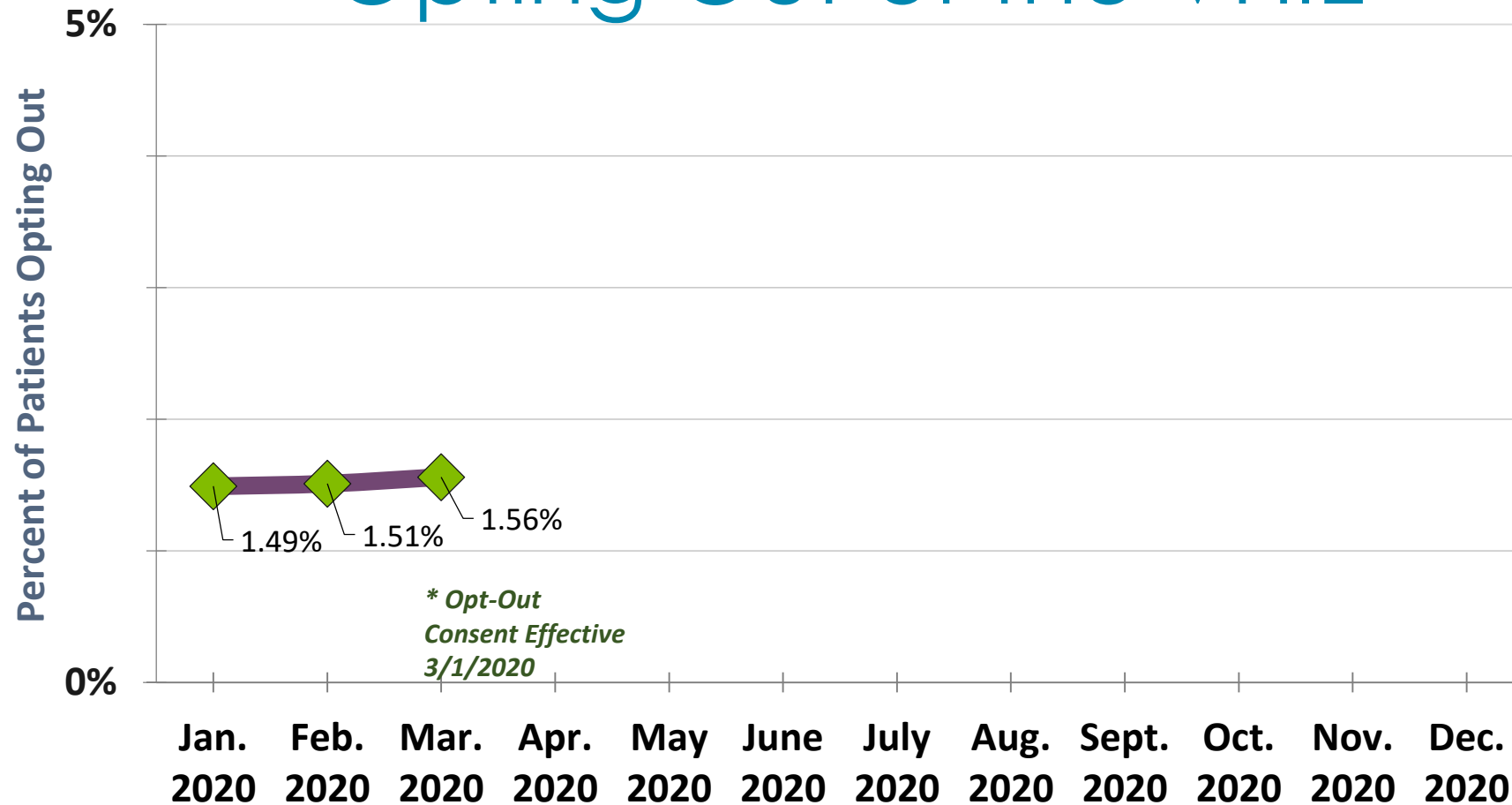
- Completed April 22, 2020
- MedicaSoft is the selected vendor

## Activity

- May:
  - Requirement Discovery sessions
  - Stakeholder engagement plan development
- Next Steps:
  - Project kickoff meeting
  - Implementation Sprints start

# Quarterly Update

# Percent of Vermont Patients Opting Out of the VHIE



\*Mar 1, 2020 Statewide Consent change

◆ Percent

# Point of Care: Utilization

■ VITLAccess Queries



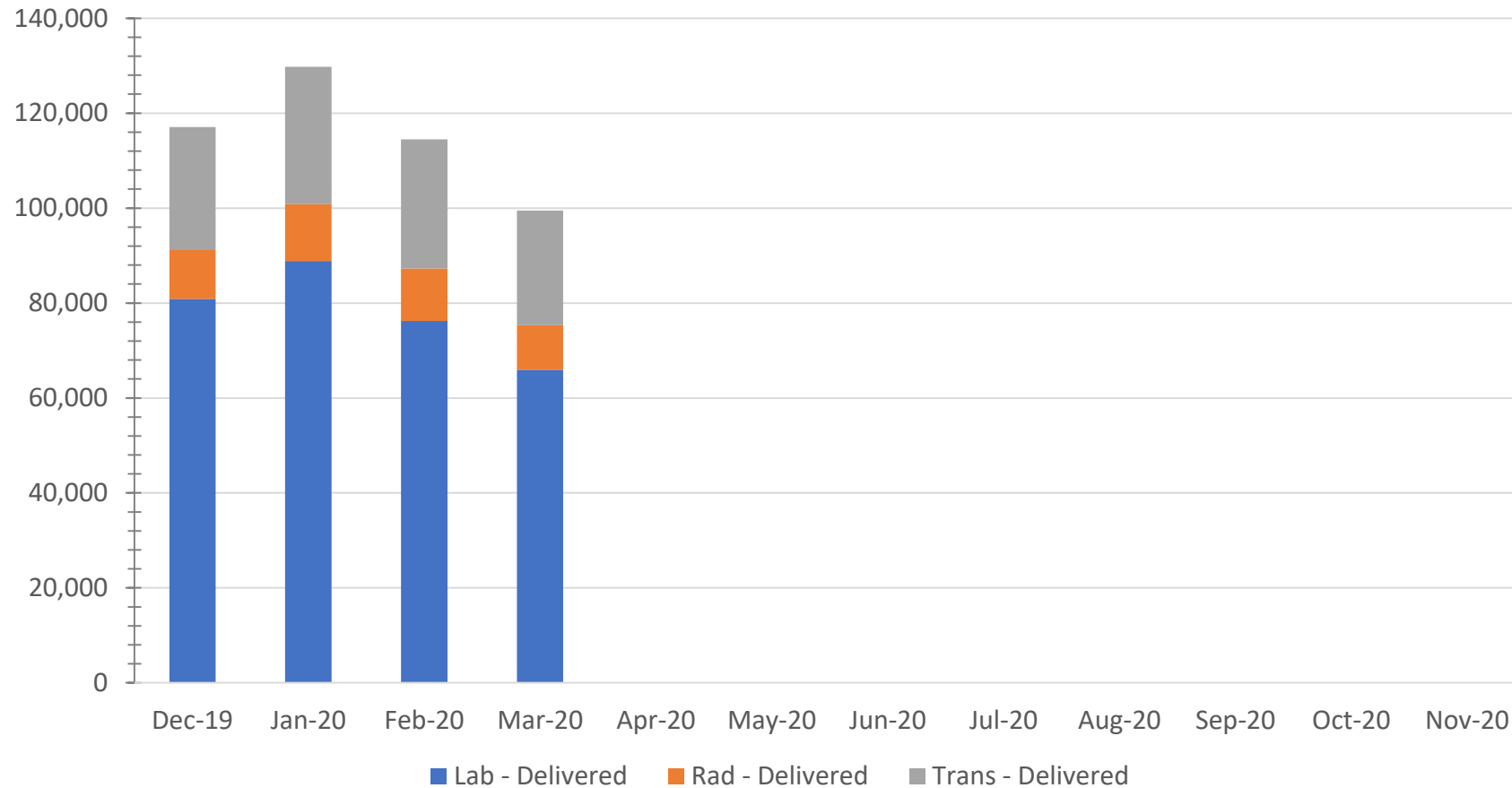
*\* Opt-Out Consent  
Effective 3/1/2020*



\* Context for March 2020 utilization: March saw a 15% reduction in message volume, we believe due to COVID-19 related reduction in healthcare services

# Point of Care: Utilization

## Provider Results Delivery



■ Lab - Delivered ■ Rad - Delivered ■ Trans - Delivered

Number of providers receiving results in March = 541

\* Context for March 2020 utilization: March saw a 15% reduction in message volume, we believe due to COVID-19 related reduction in healthcare services

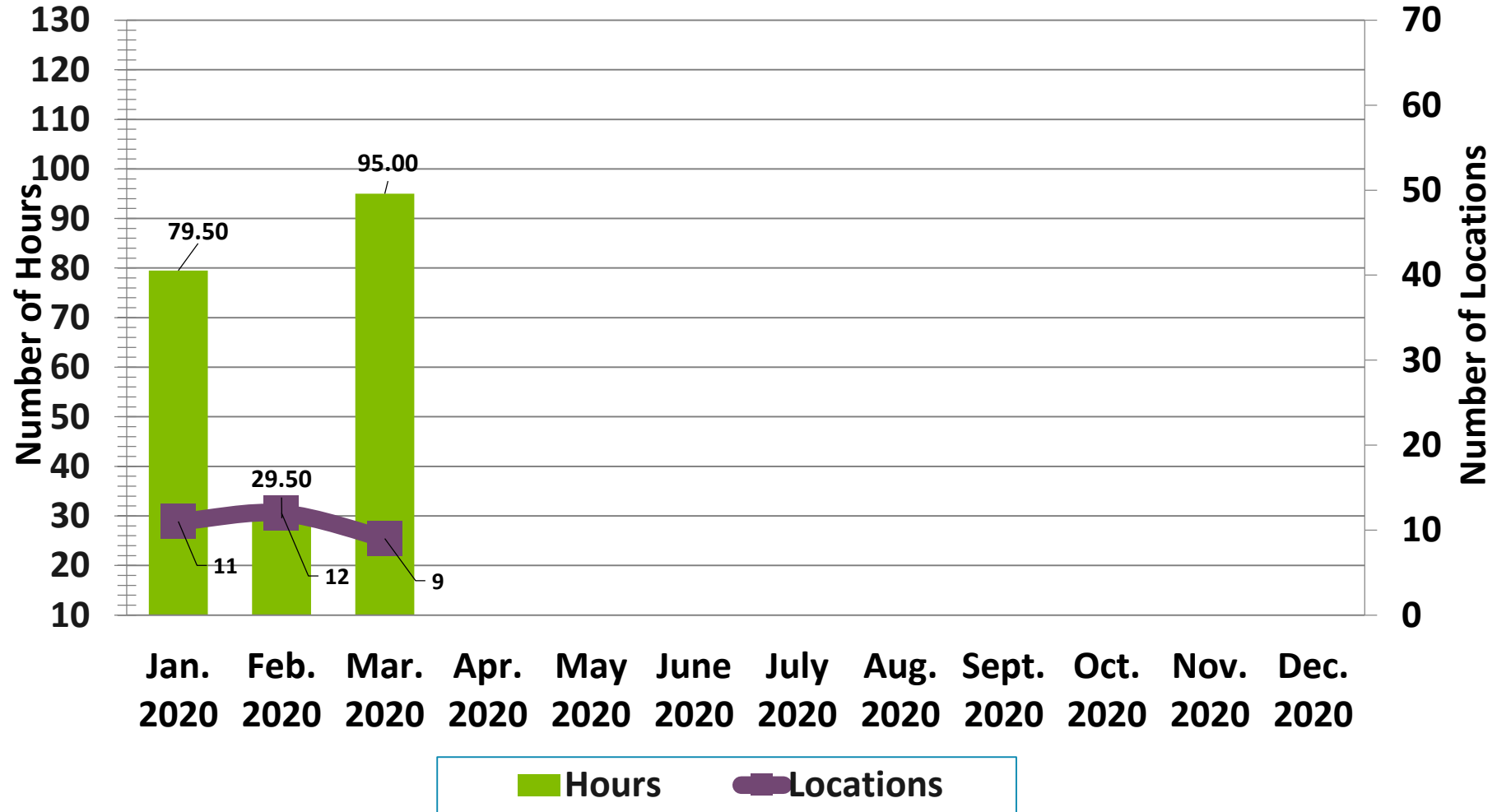


# Interfaces and Connectivity Criteria

VITL has a target of 85 Interfaces in 2020 and must annually review and update the Connectivity Criteria.

- We have completed 23 new or replacement implementations as of March 31<sup>st</sup>
- We are working with the Designated Agencies and others to define Mental and Behavioral Health Data Connectivity Criteria for this new data type and will be presenting a recommendation to the HIE Steering Committee in June.
- Healthcare community response to the COVID-19 Pandemic is impacting the interface work for VITL. Some projects have been accelerated, and some have stopped.
- We continue to work with DVHA, ADS, VDH and other agencies throughout the state to support their data needs in responding to this crisis.

# Meaningful Use and Security Risk Assessment Consultations



# Technology Update

# Continuous Security Enhancements

## November & December

- Password manager rollout completed
- Documented System Interconnectivity
- Completed Hosting Partner Security Review

## January & February

- Annual Full Vulnerability Scan Completed
- Onsite Assessment Interviews
- Implemented 24/7 Information Security Management System

## March & April

- Backup Infrastructure Recovery Test
- Exercised Work-From-Home Contingency Plan
- Security Operations Center Implemented
- New Endpoint Security

Continuous analysis and update of technical configurations and security programs

