E-Communications and Organizational Efficiency in Virginia

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“Accordingly, by virtue of the authority vested in me as Governor under Article V of the Constitution of Virginia and under the laws of the Commonwealth, including but not limited to Section 2.2-134 of the Code of Virginia, and subject always to my continuing and ultimate authority and responsibility to act in such matters, I hereby establish the Governor’s Commission on Government Reform and Restructuring ("Commission").

1) The Commission will conduct a thorough review of Virginia state government:

2) Identify opportunities for creating efficiencies in state government, including streamlining, consolidating, or eliminating redundant and unnecessary agency services, governing bodies, regulations and programs;

3) Explore innovative ways to deliver state services at the lowest cost and best value to Virginia taxpayers;

4) Seek out means to more effectively and efficiently perform core state functions, including potential privatization of government operations where appropriate, and restore focus on core mission oriented service; and

5) Examine ways for state government to be more transparent, user friendly and accountable to the citizens of the Commonwealth.”
The Problems

- Feds (HHS) estimates 16% of Virginia Medicaid Eligibility records are in an “error” status
  - Represents hundreds of millions of dollars
  - Pressure on states by Feds to correct the problem
  - Eligibility fraud continues to grow

- Duplicative Processes
  - Eligibility processes performed by multiple agencies
  - Budget deficit can no longer support duplication

- No fully automated Commonwealth level communication exists between agencies for authenticating a citizen’s identity
Partnerships Formed

• Commonwealth’s Secretary of Health and Human Resources (HHR) reaches out to DMV for assistance

• DMV has the “Golden Record”… but how golden is it?

• High level needs identified

• DMV agrees to build an automated authentication mechanism/service for the state involving four agencies:
  > DMV
  > Social Services (DSS)
  > Virginia Medicaid (DMAS)
  > Virginia Information Technologies Agency (VITA)
Commonwealth Authentication Services (CAS)

• Committees formed:
  > Process Workflow
  > Master Person Index (MPI)/MDM (Database)
  > Standards
  > Multi-agency representation (business and IT)

• Pilot with Virginia Social Services (10 month development)

• Designed and developed for use by ALL state agencies

• Database includes citizen data and business/provider data

• Must be designed with Health Information Exchange (HIE) in mind
Process Workflow

act scenario 1

I need to do XXX

Do I need to be authenticated?

Yes

Determine level of Authentication required - business rule based - Agency specifies criteria

Authenticate (using MPI) and Provide Level Indicator

Yes

CAS Executes logic based on Agency business rules

No

Get a higher level of Authentication

Is my level right?

Yes

Can I get in?

No

CAS

Agency

OOPS, I can't Authenticate

I Authenticated

I need to do XXX

Authorization (Specific to Agency)

Yes

Do I have a record?

Yes

Establish me

Ask/Answer Challenge Questions

No

No

Yes

Yes

No

No

Yes

Determined by Agency level of Authentication required - business rule based - Agency specifies criteria
Establish MPI record using business rules for the level of service (HHR, DMV, DGIF, etc.) requested. Using the appropriate rules, create Customer Number (Unique ID that uses the DMV Customer Number format), DOB, and PIN record in the MPI.

There is also an Access Level Indicator added to the record that governs what this customer can do amongst all the services available via the Commonwealth Portal. This should handle the issue of access for information provisioning vs transaction processing.
Standards

Messaging Components need to be addressed at one committee.
• SOA tools

• External agencies will connect via web services

• Configured using Oracle Siebel, Oracle Policy Automation (OPA), Oracle Adaption Authentication Manager (OAAM), Oracle Identity and Access Manager (IAM), through the Oracle Enterprise Service Bus (ESB)

• MPI/MDM will be a procured, COTS product
CAS Funding

- Medicaid Grant
- Health Information Exchange (HIE)
- VA. Productivity Investment Fund
- Federal OMB
Additional Commonwealth Authentication Initiatives

- Interstate Authentication

- Participation with the National Strategy for Trusted Identities in Cyberspace (NSTIC)
  > Focus on Government and Commercial
  > Privacy Component
    1) non-traceability
    2) non-linkability
    3) minimal disclosure

- E-notaries and E-signatures
Nationwide Effort to Advance the Standards/Technology

- National Association of State CIOs (NASCIO)
- Smart Card Alliance
- Many identity vendors pushing real hard
Thank you

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