IT Systems Modernization — Building a Person-Centered Human Service Delivery System

Purpose

The Minnesota Department of Human Services — in close cooperation with counties, tribes and other key partners — will create a streamlined, person-centered delivery system by integrating several existing systems and re-thinking and improving social service delivery in Minnesota.

Significance

IT Systems Modernization touches all DHS human services programs. This is a comprehensive effort to streamline and modernize service delivery for all Minnesotans, focused on the following outcomes:

- Modernize health care and human services delivery by creating a single eligibility portal for individuals in need of access to services.
- Replace aging technology and establishing an integrated, people-centered service delivery system, including steps for eligibility, assessment, enrollment, and case management in partnership with local agencies.
- Modernize payment and provider management for all health care and long-term care services.
- Support a modern, people-centered care environment that includes integrated electronic health records.

Programs supported

Four main IT modernization programs are underway in an effort to transform the current structure to an integrated system:

- Minnesota Eligibility Technology System (METS) – Integrated eligibility and enrollment portal
- Medicaid Management Information System (MMIS) – Processing health care claims and payments
- Direct Care and Treatment (DCT) – Supporting a people-centered care environment including electronic health records
- Integrated Service Delivery System (ISDS) – Establishing an integrated eligibility, assessment, enrollment and case management system

Partners

- Business operations partners: DHS, counties, tribes, MNsure
- Technical service partner: Minnesota IT Services
- Other key partners: Navigators, assisters, brokers, providers

**Future planning**

The success of these efforts requires that DHS and local agencies align projects and resources with the long-term vision, while ensuring day-to-day business needs are met. Whenever possible, we will leverage current and future projects that are active and a high priority for DHS to further IT modernization and advance the vision of an integrated service delivery system.

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