

STATEMENT OF DEBORAH SILLS

NATIONAL MANAGING DIRECTOR, PUBLIC SECTOR

DELOITTE CONSULTING LLP

March 31, 2016

Thank you, Governor Bevin, for the opportunity to be with you today to underscore Deloitte's commitment to the Commonwealth of Kentucky and the people you serve. We fully realize that our public sector work impacts the lives of people – often at a time when they are most vulnerable.

We know that the rollout of benefind has caused frustration and concern for families and field staff. I assure you and the people of Kentucky that we are working in close collaboration with your team to identify, prioritize, and resolve these issues as quickly as possible.

Some of these challenges relate to issues in the system. Although the federal government approved the system's design and benefind was thoroughly tested and piloted before launch, there were some issues that didn't present themselves until *after* the system went live. This is often the case with large scale technology projects and we are working diligently to fix these issues.

None of these issues are caused by any changes the current administration has made to the system's purpose or design.

For example, benefind was designed to automate eligibility determination and generate notices for certain cases on a daily basis. That design, which dates back several years, included automating data matching with certain state and federal sources. Unfortunately, some of those data sources contain inaccurate or outdated data. This has caused thousands of letters to be generated and mailed to people with incorrect information. We are making daily enhancements to the system to modify these processes, correct data errors, and relieve the confusion they have caused.

There are also other issues impacting consumers and field staff that are the result of policy decisions and federal regulations that date back several years.

Following passage of the Affordable Care Act, the former administration made the decision to create a single integrated system for health and human services. As a result, benefind was specifically designed to automate and integrate the eligibility process across *multiple* health and human services programs so field staff can address *all* of a family's needs and determine if they are eligible for *more* than just medical care.

Having one integrated system also strengthens data integrity across all programs.

The goal then – as it is now – was to coordinate benefits so there was no “wrong door” for someone seeking health insurance, Medicaid, SNAP or TANF benefits.

Benefind has not replaced kynect. Consumers will still use kynect to purchase private health insurance.

As the Commonwealth transitions to healthcare.gov, Kentuckians will be able to access that exchange *directly*; they will not have to navigate benefind in order to purchase health insurance. Benefind will continue to process eligibility for all programs, including Medicaid.

To be clear: none of the issues with benefind are related to the move to the federal exchange and there have been *no* changes to the kynect or benefind systems as a result of that decision. There have also been *no* system modifications to disable or delay functionality for insurance agents and kynectors.

Finally, we know that field staff are frustrated by the amount of data that must now be collected the first time a case is processed in benefind. This data collection is required by the federal government, and the method is designed to ensure the integrity of that data. We know that this has impacted the day-to-day activities of the field staff and affected their efficiency. We are conducting a full review of the data entry process and making improvements where we can.

In closing, I want to reiterate Deloitte’s commitment to the people of Kentucky and assure you that we will continue to work side-by-side with your administration to get people the vital benefits to which they are entitled.

Thank you for providing me with the opportunity to be with you today.