



Integrated Eligibility and Enrollment (IE&E) Modernization Program

Frequently Asked Questions (FAQ)

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Integrated Eligibility & Enrollment (IE&E) Modernization Program

Frequently Asked Questions

IE&E Overview

1. What is IE&E?

The Integrated Eligibility and Enrollment (IE&E) Modernization Program is a multi-year effort to modernize health and human services that best supports the needs of Washingtonians by improving how clients apply for and access services in the future.

2. Who oversees and champions the IE&E Program?

The IE&E Modernization Program is under the leadership of [the Washington Health and Human Services Enterprise Coalition \(HHS Coalition\)](#) and is managed by Washington Technology Solutions (WaTech).

The HHS Coalition provides strategic direction, cross-organizational information technology project support and federal funding guidance across Washington's HHS organizations, including the Department of Children, Youth & Families (DCYF), Department of Corrections (DOC), Department of Health (DOH), Department of Social and Health Services (DSHS), Health Benefit Exchange (HBE), Health Care Authority (HCA) and WaTech.

The HHS Coalition serves over 2.9 million Washingtonians, many of whom are served by more than one health and human services organization. The Coalition is committed to improving the health and well-being of all Washingtonians.

3. What projects are included in the IE&E Modernization Program?

The IE&E Program consists of several products and projects focused on modernizing systems and processes to improve access to health and human services programs.

IE&E Products and Projects

ACES Mainframe as a Service (MfaaS)

1. What is ACES Mainframe as a Service?

The Mainframe as a Service (MFaaS) project is the transition from the existing on premises mainframe model to an MFaaS model.

2. What are the anticipated benefits of this work?

MFaaS allows DSHS to accurately forecast operational expenses and effectively manage our mainframe budget as a predictable and manageable operating expense. In this MFaaS model, Ensono owns and operates the mainframe infrastructure while DSHS subscribes to mainframe services monthly paying only for the capacity installed and activated. This allows DSHS to be more flexible, agile, and responsive to our internal user communities and external stakeholders while avoiding technology obsolescence.

ACES Maintenance and Operations (M&O)

1. What is ACES M&O?

The Automated Client Eligibility System (ACES) Maintenance and Operations (M&O) project is focused on transitioning vendors for M&O services and sustaining these services to ensure the ongoing functionality of ACES.

2. What are the anticipated benefits of this work?

Improved functional and technical expertise for the maintenance and operations of the ACES system.

3. Will customers and staff be impacted by this work?

The ACES M&O project is an internal transition that will not affect our customers directly. However, staff collaborating with the ACES M&O vendor will transition to working with the new vendor.

Chatbot

1. What is Chatbot?

Chatbot, referred to as WANDA, is a virtual assistant within [Washington Connection](#) to support customers with frequently asked questions.

2. What topics will WANDA provide answers to?

WANDA will provide answers to the following 10 topics:

Online Account Help	Contact Us	Programs and Services
Client Benefits Accounts	Renew Benefits	Mid-Certifications
Apply for Benefits	Report a Change	Submitting Documents
Managing Benefits		

3. What is Washington Connection?

[Washington Connection](#) is a website that helps people apply for services such as Food, Cash, Childcare, Long-Term Care and Medicare Savings Programs.

4. Who can I contact if I have questions about Washington Connection or WANDA?

Within Washington Connection, click Contact Us at the bottom of any Washington Connection webpage to send an email to washingtonconnectioncomments@dshs.wa.gov.

Customer Experience and Innovation (CXI)

1. What is CXI?

Customer Experience and Innovation (CXI) is a transformation project to reshape how benefits are accessed and delivered. CXI will focus on simplifying related policies while also redesigning the paper application, booklet, correspondence and more for programs like SNAP, MAGI Medicaid/CHIP, Classic Medicaid, the financial eligibility portion of Long-Term Services and Supports, Cash, and Child Care.

2. What are some anticipated benefits of the CXI project?

- Eligibility & Enrollment Policy Simplification: Our goal is to align policies, reduce client barriers and streamline processes.
- Streamlined Application: This work will result in a redesigned paper application and booklet that uses colors, images and simplified language to better support and guide applicants.
- Human-Centered Design: Using human-centered design principles to capture customer feedback in support of an overall improved customer experience.

HHS Portal

1. What is the HHS Portal?

The Health and Human Services (HHS) Portal project will establish a modernized and centralized portal where customers can access multiple health and human services programs.

Platform

1. What is Platform?

This work includes the development of a new cloud-based platform, the foundation for the infrastructure and support needed for the IE&E Modernization Program.

Product 1

1. What is Product 1?

Product 1 is the eligibility and enrollment status tracker, a “mobile-first” product that will allow clients (or their authorized representative) to view the status of their application or renewal and basic benefit information online.

2. What benefits will Product 1 include?

The first version of the status tracker will include Cash, Food and Classic Medicaid. Clients applying for or receiving any of these programs can access their status and basic information using the status tracker.

3. What information will Product 1 provide?

Users can access the status of their application and renewal, where they are in the process and next steps. There will also be contact information specific to the assistance unit they have questions about and basic notifications and messaging relevant to the client based on location, program, etc.

4. What languages will Product 1 be available in?

The status tracker will initially be available in English, Spanish and Russian. We plan to include additional languages in future iterations.

Technical Architecture and Design (TAD)

1. What is TAD and its anticipated benefits?

The TAD project will gather information to incrementally decouple the functionality of the ACES Complex. This work will also result in an updated IE&E roadmap.

Learn More

1. Who can I email if I have IE&E-related questions and/or if I want to learn more?

Email the IE&E Program Team directly at IE&EProgram@dshs.wa.gov with any IE&E-related questions and to learn more about the IE&E Program.