

**Quarterly Texas Integrated
Eligibility Redesign System
and Eligibility Supporting
Technologies Project
Report**

Fiscal Year 2021, Quarter 3

As Required by

**2020-21 General Appropriations
Act, House Bill 1, 86th
Legislature, Regular Session,
2019 (Article II, Health and
Human Services Commission,
Rider 165)**

Health and Human Services

Commission

May 2021



TEXAS
Health and Human
Services

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1. Overview

The Health and Human Services Commission (HHSC) is submitting this report regarding the Texas Integrated Eligibility Redesign System (TIERS) to the Legislative Budget Board and the Office of the Governor, as required by the 2020-21 General Appropriations Act, House Bill (HB) 1, 86th Legislature, Regular Session, 2019 (Article II, HHSC, Rider 165).

Rider 165. Texas Integrated Eligibility Redesign System

Included in the amounts appropriated by the Legislature in Strategy I.3.2, TIERS Capital Projects, is \$54,028,655 in All Funds (\$19,893,263 in General Revenue) in fiscal year 2020 and \$54,094,304 in All Funds (\$20,475,003 in General Revenue) in fiscal year 2021 for capital enhancements and maintenance of TIERS. HHSC shall submit quarterly reports to the Legislative Budget Board and the Governor reflecting actual expenditures, cost savings, and accomplishments implementing the TIERS project. The report shall include a detailed plan for the project, a proposed schedule of expenditures, and the status of capital enhancement and maintenance activities for the TIERS project. Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the 86th Legislature.

Notwithstanding transfer authority in Article IX, §14.03, Transfers - Capital Budget, HHSC may not expend funds in excess of the amounts identified in this section on the TIERS capital project without written approval from the Legislative Budget Board and Governor. A request to exceed the amounts identified in this section shall be considered approved unless the Legislative Budget Board issues a written disapproval within 30 business days after the date the Legislative Budget Board staff concludes its review of the proposal to expend the funds and forward its review to the Chair of the House Appropriations Committee, Chair of the Senate Finance Committee, Speaker of the House, and Lieutenant Governor. Any request for additional information from the Legislative Budget Board shall interrupt the counting of the 30 business days.

2. Accomplishments

HHSC shall submit quarterly reports reflecting accomplishments implementing the TIERS project.

2.1 Releases

Cycle Set 109

Cycle 4 – Release 109.0 was deployed on March 20, 2021. Cycle Set 110

- Cycle 1 – Sprint activities began on March 22, 2021 and were completed on April 9, 2021. Release 109.1 was deployed on April 24, 2021.
- Cycle 2 – Discovery activities were completed on March 31, 2021. Sprint activities began on April 19, 2021 and completed May 14, 2021. Release 109.2 deployed on May 22, 2021.
- Cycle 3 – Discovery activities began on April 22, 2021. Sprint activities began on May 24, 2021.

2.2 Release 109.0, 109.1, and 109.2 Activity Major Accomplishments

Electronic Benefit Transfer (EBT) Forms Automation

The EBT card issuance process is automated to use electronic approvals in TIERS to minimize the utilization of the paper Form H1172, EBT Card, Personal Identification Number, and Data Entry Request.

Healthy Texas Women (HTW) Program 1115 Waiver Modifications

On January 22, 2020, the Centers for Medicare and Medicaid Services approved the HTW Medicaid 1115 Demonstration Waiver, which allows HHSC to utilize federal funding for the HTW program. Under the terms and conditions of the waiver, HHSC must align the HTW application and eligibility policy with the requirements of section 1943 of the Social Security Act (Medicaid). TIERS now uses Modified Adjusted Gross Income methodologies when determining household composition, income, and deductions for the HTW program.

Medicaid Managed Care Enrollment of Texas Juvenile Justice Department (TJJD) Clients

Changes were implemented to update the Medicaid Managed Care auto re-enrollment rules for TJJD clients to follow what is currently being done for the county jail population. Clients are enrolled on the first of the next calendar month (next effective month) following their release from TJJD custody.

Lightweight Enterprise Application Platform (LEAP) Migration

State Portal, Task List Manager, and Call Center Inquiry were migrated to LEAP architecture in an effort to improve system performance and the user experience.

Fraud and Fair Hearings (FFH) Forms Auto-Redaction

Specialized FFH users can now use auto-redaction functionality in history correspondence for certain Administrative Disqualification Hearing forms.

Temporary Assistance for Needy Families (TANF) Hardship County Updates

The quarterly TANF program State Time Limit County Hardship list was updated effective April 1, 2021.

Long Term Services & Support (LTSS) Aging and Disability Resource Centers (ADRC) Updates

Updates were deployed to add ADRC locations to the LTSS client portal and the LTSS user portal. Modifications were needed to ensure that LTSS users with the appropriate role could access the client referrals to be assigned and generated to one of the new ADRC locations.

Payment Error Rate Measurement (PERM) Files for Medicaid Eligibility Quality Control (MEQC) Reviews

PERM and MEQC reviews were previously suspended in 2014 and the files were never updated with the Affordable Care Act changes. With Release 109.0, Medicaid type programs for Foster Care, Supplemental Security Income (SSI) Group Homes, State Facilities, and Adoption Assistance are now included in the monthly PERM files as of calendar year 2021.

TIERS and YourTexasBenefits.com (YTB) Updates for Coronavirus Disease 2019 (COVID-19) Pandemic Electronic Benefits Transfer (P-EBT)

Children receiving Supplemental Nutrition Assistance Program (SNAP) benefits are now identified and have an application created using National School Lunch Program data. Children are eligible if they received SNAP benefits anytime on or after October 1, 2020, if age 5 or under and from the beginning of the School Year 2020-2021 and are attending school in the School Year 2020-2021 if age 6-21. TIERS receives data files from the Texas Education Agency and the Texas Department of Agriculture to verify all P-EBT applications submitted through YTB. TIERS interfaces send daily P-EBT data to the EBT vendor and identifies existing SNAP Eligibility Determination Groups or P-EBT card information submitted through YTB to issue benefits for required reporting purposes.

HB 1218, 86th Regular Session, 2019

SNAP benefits are now evenly distributed over a 28-day period each month for new cases, cases inactive for a period of six months or more, and/or not previously approved.

COVID-19 Activities

- Processes to identify individuals who are no longer eligible for their current type of Medicaid assistance are being created for deployment once the Public Health Emergency (PHE) ends.
- Multiple efforts were implemented to streamline the P-EBT inquiry and complaint process:
 - P-EBT Report: Statewide Snapshot by Zip Code and County
 - P-EBT Report: Benefit Distribution by Zip Code and County
 - P-EBT Correspondence: Update to the P-EBT notice
 - P-EBT YTB language updates
 - P-EBT Complaint Form in YTB Update
 - P-EBT TIERS Inquiry: Update to the P-EBT Search page, Individual Details page, and Individual Search
 - P-EBT Application Details Screen Update
 - P-EBT Benefit Issuance: Direct Issuance to all children 0-5 active in the SNAP budget anytime on or after October 2020 and 6-21 who are part of the SNAP budget any time during the school year 2020-2021 and are attending school during this time.
- A supplement file was created in February 2021 to be sent to health plans in March 2021 in order to assist clients with completing the application process during the modified Medicaid Renewal (MR) process for Medicaid and Medicaid for the Elderly and People with Disabilities types of assistance.
- Form H4851, Notice of Administrative Disqualification Hearing, was modified so that respondents can easily review the alleged charges being brought against them by the agency on the notice. The information is no longer entered manually and is in compliance with Food and Nutrition Service requirements.
- Special verbiage was updated in the 'Notes' section of correspondence forms TF0001 and TF001W for Medicaid cases.
- The March, April, and May SNAP supplements were issued to eligible individuals:
 - These supplements are specifically for COVID-19 Emergency Allotment (EA). All active SNAP recipients receive a supplement to bring them up to the maximum allotment of SNAP benefits. As of April 2021, all active SNAP recipients at the time of the supplement issuance will receive at least \$95 EA supplements.
- The resweeps for SNAP supplements were issued for April 2020 through May 2021 to eligible individuals.
 - Resweeps are for the SNAP households that were not certified by the time of initial EA supplements or households that added a member after the initial EA supplement.
- Medicaid cases were reopened after resweep activities for eligible individuals.

- Medicaid certifications were extended for households with certifications ending in March, April, and May 2021.
- Children’s Health Insurance Program (CHIP) and CHIP-Perinatal (CHIP-P) certifications were extended for households with certifications ending in March, April, and May 2021.

3. Project Status

3.1 Release 109 Cycle Set

Table 1 Release 109

Project Item	Report to Date	Baseline Date
Initial Planned Project Start and Finish Dates	9/24/2020 – 3/13/2021	9/24/2020
Last Reported Project Start and Finish Dates	9/24/2020 – 3/13/2021	9/24/2020
Current Estimated Project Start and Finish Dates	9/24/2020 – 3/20/2021	9/24/2020

Explanation of Variance between Last Reported and Current Start and Finish Dates:

Current Estimated Finish Date changed from 3/13/21 to 3/20/21 to adjust for time lost due to February 2021 storms and closed offices.

Estimated Percentage of Project Complete:

Release 109 – 100 percent

Description of Method Used to Track Progress:

Micro Focus Project and Portfolio Management Centre; Microsoft Office Project

3.2 Release 110 Cycle Set

Table 1 Release 110.0

Project Item	Report to Date	Baseline Date
Initial Planned Project Start and Finish Dates	02/11/2021 – 07/31/2021	02/11/2021

Project Item	Report to Date	Baseline Date
Last Reported Project Start and Finish Dates	02/11/2021 – 07/31/2021	02/11/2021
Current Estimated Project Start and Finish Dates	02/11/2021 – 07/31/2021	02/11/2021

Explanation of Variance between Last Reported and Current Start and Finish Dates

N/A

Estimated Percentage of Project Complete

Release 110 – 59 percent

Description of Method Used to Track Progress

Micro Focus Project and Portfolio Management Centre; Microsoft Office Project

4. Project Plan

Task	Start Date	Target Finish	Actual Finish	% Complete
Eligibility Systems Modernization	Fri 6/15/12	Fri 11/5/21		98%
Development & Testing	Thu 5/7/20	Fri 11/5/21		63%
Release 109 Cycle Set	Thu 9/24/20	Fri 3/5/21	Fri 3/5/21	100%
Cycle 4 - R109.0	Thu 1/7/21	Fri 3/5/21	Fri 3/5/21	100%
Release 110 Cycle Set	Thu 2/11/21	Fri 7/23/21		59%
Cycle 1 - R109.1	Thu 2/11/21	Fri 4/9/21	Fri 4/9/21	100%
Discovery	Thu 2/11/21	Wed 2/24/21	Wed 2/24/21	100%
Team 1 – Access & Eligibility Services (AES) - EBT Automation Project- H1172 & H1175	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 2 - AES - EBT Automation Project- H1172 & H1175, RR Support	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 3 - RR Support, C19 - P-EBT Complaint Process, C19 - P-EBT 1A- Benefit Issuance	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 4 - C19 - P-EBT Complaint Process	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 5 - Medicaid & CHIP Services (MCS) - CHIP Annual Report, Third Party Resources (TPR) count and member exempt from waiting period + Data Mart, C19 - P-EBT - 1A Approval/Denial Notice, MCS – Individual Service Plan Records/Document Locator Number Table, RR support	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 6 - MCS - Managed Care Phase 1 Report, MCS - Dental Segments Sort Order	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 7 - C19 -H4851 automated system for the Office of Attorney General’s Interface Form Mod (FFH), FFH Admin Assistant Electronic Signatures for Administrative Disqualification Hearings, FFH – Electronic Signatures For Administrative Disqualification Hearings	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%

Team 8 - AES - Develop a new alert to test women for HTW when they no longer qualify for Medicaid for Transitioning Foster Care Youth, FFH – Administrative Disqualification Hearings TIERS Generated Decision Batching	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 9 - MCS - TJJD Enrollment Updates, C19 - TF0001 Update for MR Process (AES)	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 10 - IT - Add functionality to TIERS Correspondence Special Notice - Form 1809 (FXX544), RR support	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 11 - IT - Batch Receive File Validation	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 12 - IT - Modernize the Java Application programming Interface (API) for Extensible Markup Language (XML) – JAVA Remote Procedure Calls (JAX RPC) services to Java API for XML – Web Services (JAX WS), RR support.	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 13 - Deloitte (DLT) Maintenance 1	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 14 - DLT Maintenance 2	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 17 - EST Maintenance	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 19 - ATI Test Automation	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 20 - CALMS	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 21 - Jama email domain change, Jama Product Owner Guide	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 24 – Intellectual or Development Disabilities Behavioral Health (IDD-BH) – Community Resource Coordination Groups (CRCG) Website Updates	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 25 – Call Center Inquiry (CCI) Tool Enhancements	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 26 - IT - State Portal - LEAP Migration	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Team 34 - Kofax Efforts	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Release Readiness	Mon 3/15/21	Fri 4/9/21	Fri 4/9/21	100%
Cycle 2 - R109.2	Thu 3/18/21	Fri 5/14/21	Fri 5/14/21	100%
Discovery	Thu 3/18/21	Wed 3/31/21	Wed 3/31/21	100%

Team 1 - MCS - Test file for Daily Non-Emergency Medical Transportation (NEMT) file, FFH - Decision Template Master – Additional System Changes II, FFH - TIERS Decisions Master Functionality, FFH - Decision Templates – Static Data	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 2 - AES - YTB Application and Renewal Submission Data, C19 - P-EBT Direct Issuance, RR support	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 3 - FFH - TIERS Decisions Master Functionality, FFH - Decision Template Master – Additional System Changes II	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 4 - RR Support	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 5 - MCS - Death Dates Backlog	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 6 - MCS - Death Dates Backlog, MCS - Test file for Daily NEMT file	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 7 - FFH - Master Decision Template Review, Submit, Redact, and Generate Functionality, FFH - Decision Template Master – Additional System Changes, FFH - TIERS Decisions Master Functionality	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 8 - FFH - Decisions Template Master – Batching, FFH - Decisions Template Master – Electronic Signatures, AES - Redetermining eligibility at the end of PHE in lower environment	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 9 - MCS - Death Dates, MCS – Test file for Daily NEMT file, MCS – Daily File Notifications (DNF) enhancements with DFPS	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 10 - IT - Consolidate Daily TIERS Correspondence Files	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 11 - IT - Consolidate Daily TIERS Correspondence Files, IT – Modernize the JAX RPC services to JAX WS, IT - Batch Receive File Validation	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 12 - IT - Modernize the JAX RPC services to JAX WS	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 13 - DLT Maintenance 1	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 14 - DLT Maintenance 2	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 17 - EST Maintenance	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%

Team 18 - DataMart Maintenance	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 20 - CALMS	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 21 - IT Social Security Administration Payment – Jama Product Owner User Guide	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 24 - IDD-BH - CRCG Website Updates	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 25 - CCI Tool Enhancements	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 26 - IT - State Portal - LEAP Migration	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Team 34 - Kofax Efforts	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Release Readiness	Mon 4/19/21	Fri 5/14/21	Fri 5/14/21	100%
Cycle 3 - R109.3	Thu 4/22/21	Fri 6/18/21		25%
Discovery	Thu 4/22/21	Wed 5/5/21	Thu 4/22/21	100%
Team 1 - AES - Elderly Simplified Application Project for SNAP	Mon 5/24/21	Fri 6/18/21		25%
Team 2 - FFH: Decision Implementation Modification, FFH: On Demand Reports filter modification	Mon 5/24/21	Fri 6/18/21		25%
Team 3 - RR Support	Mon 5/24/21	Fri 6/18/21		25%
Team 4 - AES - Automation of Publish Appointment Slots, MCS - CHIP Annual Report, TPR count and member exempt from waiting period	Mon 5/24/21	Fri 6/18/21		25%
Team 5 - MCS - Medicare Prescription Drug Improvement and Modernization Act Response File, RR Support	Mon 5/24/21	Fri 6/18/21		25%
Team 6 - MCS - Notice of Application File Updates	Mon 5/24/21	Fri 6/18/21		25%
Team 7 - MCS - CHIP Webservice Reference Table Validations, FFH - ADH & Recovery and Recoupment Email Alert, FFH - TIERS TG-47-OD user friendly improvements	Mon 5/24/21	Fri 6/18/21		25%
Team 8 - FFH: Auto Redaction Expansion – Batching, FFH - FH & ADH creator Batch Report	Mon 5/24/21	Fri 6/18/21		25%
Team 9 - C19 - CHIP Supplemental Files (MCS), MCS - CHIP/P-EBT Exception Code 349	Mon 5/24/21	Fri 6/18/21		25%

Team 11 - IT - Modernize the JAX RPC services to JAX WS	Mon 5/24/21	Fri 6/18/21		25%
Team 12 - IT - Modernize the JAX RPC services to JAX WS	Mon 5/24/21	Fri 6/18/21		25%
Team 13 - DLT Maintenance 1	Mon 5/24/21	Fri 6/18/21		25%
Team 14 - DLT Maintenance 2	Mon 5/24/21	Fri 6/18/21		25%
Team 17 - EST Maintenance	Mon 5/24/21	Fri 6/18/21		25%
Team 18 - DataMart Maintenance	Mon 5/24/21	Fri 6/18/21		25%
Team 19 - ATI Test Automation	Mon 5/24/21	Fri 6/18/21		25%
Team 20 - CALMS	Mon 5/24/21	Fri 6/18/21		25%
Team 25 - CCI Tool Enhancements	Mon 5/24/21	Fri 6/18/21		25%
Team 26 - IT - State Portal – LEAP Migration	Mon 5/24/21	Fri 6/18/21		25%
Team 34 - Kofax Efforts	Mon 5/24/21	Fri 6/18/21		25%
Cycle 4 - R110.0	Thu 5/27/21	Fri 7/23/21		1%
Discovery	Thu 5/27/21	Wed 6/9/21		33%
Development & Test	Mon 6/28/21	Fri 7/23/21		0%
Release Readiness	Mon 6/28/21	Fri 7/23/21		0%
Release Deployment	Sat 9/19/20	Sat 9/4/21		
R109.0	Sat 3/20/21	Sat 3/20/21	Sat 3/20/21	100%
R109.1	Sat 4/24/21	Sat 4/24/21	Sat 4/24/21	100%
R109.2	Sat 5/22/21	Sat 5/22/21	Sat 5/22/21	100%

5. Schedule of Expenditures

The report shall include a proposed schedule of expenditures for the TIERS project.

Type of Expenditure	Fiscal Year 2021 Schedule of Expenditures
Contracted Services	\$6,417,026
Hardware	\$14,627,370
Software	\$32,015,155
Total	\$53,059,551

6. Actual Expenditures

HHSC shall submit quarterly reports reflecting actual expenditures implementing the TIERS project.

6.1 New Development Expenditures

Project Item	Expenditures through 05/31/2021
Project Cost to Date (Fiscal)	\$5,893,853
Project Cost to Date (Total)	\$169,298,892

6.2 Operational Expenditures

Project Item	Expenditures through 05/31/2021
Project Cost to Date (Fiscal)	\$36,910,367
Project Cost to Date (Total)	\$382,991,608

7. Cost Savings

HHSC shall submit quarterly reports on cost savings for the TIERS project.

7.1 Strategies

In alignment with the State Strategic Plan for Information Resources Management published by the Department of Information Resources, HHSC is committed to maturing our IT-resource management principles and implementing strategies to maximize business value while reducing costs. HHSC has already fully implemented Agile development methodologies which reduce the time to deployment and the need for expensive rework while improving quality and value delivered.

The agency’s TIERS project team is actively recruiting talent by offering prospective employees the opportunity to work with new technologies while contributing to health and human services. Additionally, TIERS project leadership aggressively negotiates new contracts for IT services and leverages shared services, cooperative contracts, and bulk purchasing.

7.2 Estimated Savings

Cost Savings/Avoidance Effort	Q3 2021 Savings
Elimination of Staff Augmentation Contract Positions	\$210,553
Reduction in Rates Negotiated on New Contract	\$44,579
Reduction in Rates Negotiated on New Kofax Services Contract	\$9,152
Reduction in Scope of Application Support	\$475,584
Reduction in Rates Negotiated On New Contract	\$233,768
Total	\$973,636

8. Governance

Additionally, the report shall include detailed strategies developed and implemented by HHSC to restrict the TIERS project to those items presented and approved by the Eighty-fifth Legislature, 2017.

The Social Services Applications group within HHSC's IT division manages changes to TIERS and its supporting technologies, including YTB, State Portal, and Task List Manager. The TIERS IT governance process manages changes to all applications supported by Social Services Applications.

Since the transition to Agile software development¹ in 2016, software releases typically occur monthly.

To develop the release charter, business areas within HHSC as well as external trading partners, submit their strategic business roadmaps for system changes in both the fiscal year and the next release cycle. Areas prioritize these roadmaps, which then are combined and reprioritized based on capacity within each release cycle and the number of Agile sprints required.

Initiatives are prioritized based on the Agile "MoSCoW" method of must, should, could, and won't; meaning the initiative is a must have, good to have, nice to have, or will not be done. The TIERS governance workgroup approves the final release charter.

Before they are submitted to the governance workgroup, changes to the charter are vetted by teams that would be impacted. The workgroup meets monthly to update the roadmap and adjust the content or sprint schedule of the release in progress.

Additions to the release charter must:

- Be mandated by the federal government, state leadership, or the Executive Commissioner;

¹ Agile software development refers to a group of software development methodologies based on iterative development.

- Result in clients not receiving accurate/timely benefits if they are not implemented;
- Result in financial penalties to the state or HHSC if they are not implemented; or
- Meet other criteria approved by the TIERS governance workgroup.

List of Acronyms

Acronym	Full Name
ADRC	Aging and Disability Resource Centers
AES	Access and Eligibility Services
API	Application Programming Interface
ATI	Automated Testing Initiative
CALMS	Collaboration, Automation, Lean, Measurement and Sharing
CCI	Call Center Inquiry
CHIP	Children’s Health Insurance Program
CHIP-P	Children’s Health Insurance Program-Perinatal
COVID-19	Coronavirus Disease 2019
CRCG	Community Resource Coordination Groups
DLT	Deloitte
EA	Emergency Allotment
EBT	Electronic Benefits Transfer
EST	Eligibility Support Technologies
FFH	Fraud and Fair Hearing
HB	House Bill
HHSC	Health and Human Services Commission

HTW	Healthy Texas Women
IDD-BH	Intellectual or Developmental Disabilities Behavioral Health
IT	Information Technology
JAX RPC	JAVA Remote Procedure Calls
JAX WS	JAVA Web Service
LEAP	Lightweight Extensible Authentication Protocol
LTSS	Long Term Services & Support
MCS	Medicaid & CHIP Services
MEQC	Medicaid Eligibility Quality Control
MR	Medicaid Renewal
NEMT	Non-Emergency Medical Transportation
P-EBT	Pandemic Electronic Benefits Transfer
PERM	Payment Error Rate Measurement
PHE	Public Health Emergency
RR	Release Readiness
SNAP	Supplemental Nutrition Assistance Program
SSI	Social Security Income
TANF	Temporary Assistance for Needy Families
TIERS	Texas Integrated Eligibility and Redesign System
TJJD	Texas Juvenile Justice Department

TPR Third Party Resource

YTB YourTexasBenefits.com