



MHBE Board Meeting

January 18, 2022

2022 IT Roadmap

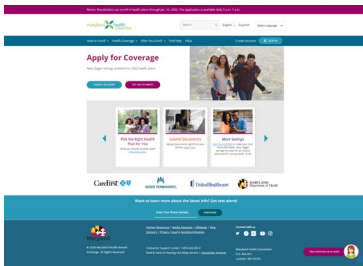
Presented by:

Venkat R. Koshanam, CIO, MHBE

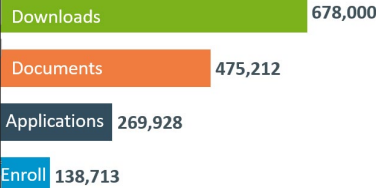
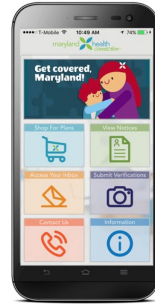
Technology Overview

The Big Picture

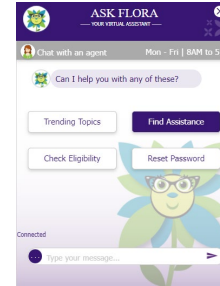
Web Apps



Mobile Apps

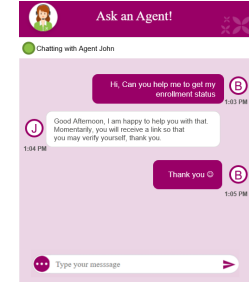


AI Bot ("Flora")



~400,000 Bot Responses

Live Chat



13,397 Live Chats



Consumers

User Accounts
2.35 million

Applications
13 million

Documents



50 million
Notices, Consumer documents

Enterprise Automation

BusyBee (RPA Bot) Matches
~90% of Medicaid transactions with nearly 100% accuracy



CRM & Internal Apps

A tightly integrated CRM solution supported 4 million consumer inquiries

2022 Focus Areas

Cybersecurity

1

- Zero Trust Security Model
- Multi-factor Authentication
 - Continuous Monitoring
 - Awareness & Training

Operations

4

- Public Health Emergency
- Policy Implementations
- System Enhancements
- Hybrid Infrastructure



2

Innovation

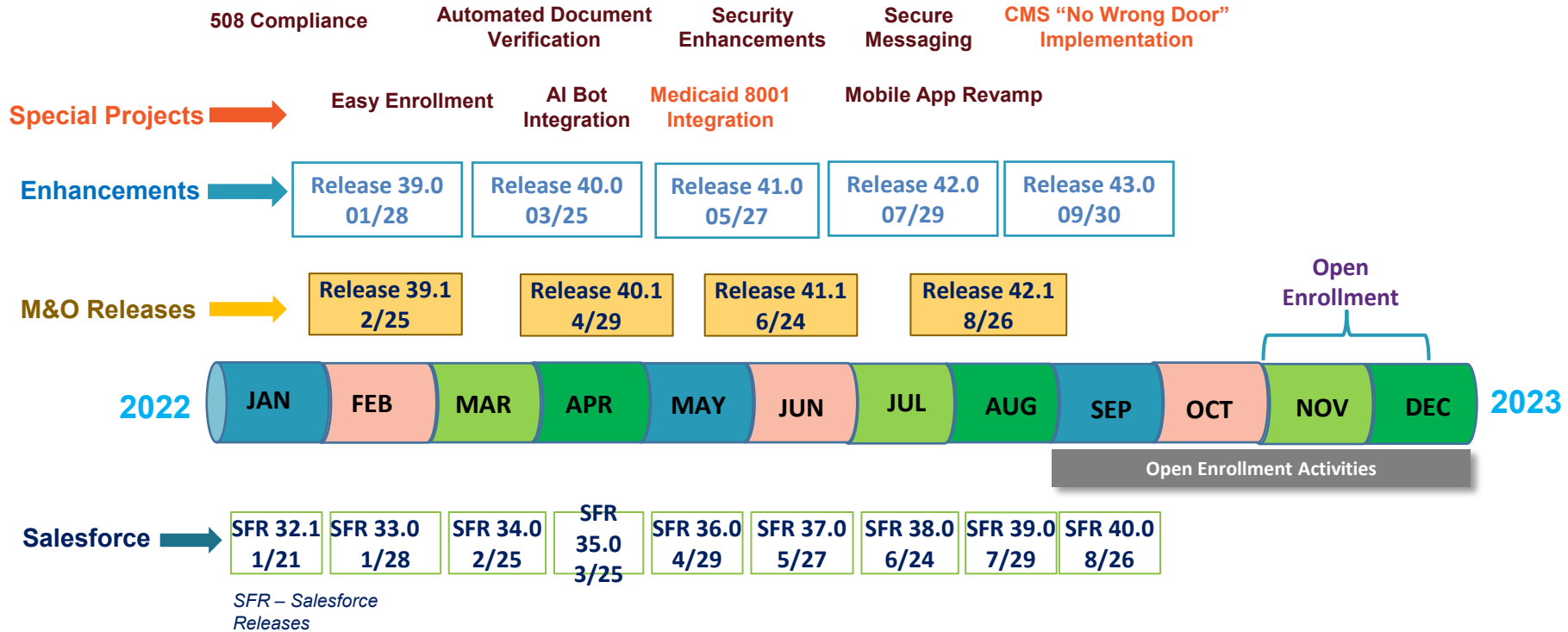
- Robotic Process Automation
- Mobile Platform Revamp
- Integrated AI Solutions
- Consumer Engagement Channels

3

Collaboration

- CMS “No Wrong Door” Initiative
- Easy Enrollment (Dept of Labor)
- Direct Integration with Medicaid
- Real-time Enrollment with Carriers

2022 IT Roadmap



2022 Outcomes

- 1 Comprehensive cybersecurity program to safeguard resources
- 2 Innovative technologies to deliver consumer values
- 3 Data sharing and interfacing with partner systems for streamlined customer experience
- 4 Operational excellence to provide a reliable platform and services