



SENATE

Capital Budget

Department of Health and Human Services

Lori Weaver, Commissioner

David Wieters, Chief Operating Officer

April 25, 2025



Department of
**HEALTH &
HUMAN SERVICES**



Agenda

- DHHS Capital Budget Projects – Included in HB25
- DHHS Capital Project Requests – Not included in HB25
- Questions



DHHS Capital Projects Included in HB25 as Passed by the House

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Project Name	General Funds	Federal Funds	Other Funds	Total	Notes
Medicaid Enterprise Modular Strategy	\$3,375,000	\$30,375,000	\$0	\$33,750,000	Included in HB25 as Recommended by Governor
Modernize Eligibility Services	\$656,557	\$1,219,321	\$0	\$1,875,878	Included in HB25 as Recommended by Governor
Glencliff Home Elevator	\$450,000	\$0	\$0	\$450,000	Added by House



Medicaid Enterprise Modular Strategy

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Background

This capital project part of a 10-year project to modularly re-procure the Medicaid Enterprise system and builds upon the first 5 years of foundations currently in progress including Systems Integrator, Provider Management, Enterprise Business Intelligence, Pharmacy Benefits Management and Electronic Visit Verification modules. The three modules this request supports are Third-Party Liability, Call Center Management and the Care Management (Member) for the program. This will provide a Department-wide call center strategy to improve client access to services and reduce delays as well as ensure that Medicaid claims are accurate, and all other third-party insurance or payment options were leveraged prior to authorizing a Medicaid claim.

Goals

1. Third Party Liability: Maximize cost avoidance for Medicaid claims payment.
2. Care Management (Member): Integrate data sources and operational components to better serve clients.
3. Call Center Management: Consolidate various Department call centers to improve customer service and achieve operational savings.

Capital Request			
General	Federal	Other	Total
\$3,375,000	\$30,375,000	\$0	\$33,750,000
10%	90%	0%	100%



Modernize Eligibility Services

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Background

This initiative modernizes NH EASY, supporting services for 1 in 5 NH residents accessing Medicaid, TANF, SNAP, Childcare, and WIC. This capital request will enhance the Integrated Eligibility and Enrollment system with self-service capabilities, faster verification, targeted outreach via text and email, and advanced data analytics, reducing errors, ensuring timely access to services, and delivering faster, more efficient customer support to reduce reliance on staff.

Goals

- Customer experience: Improve digital adoption and self-service for services.
- Verification simplification: Enable employers to provide verifications through NH EASY.
- Analytics optimization: Allow DHHS to better use analytics to optimize usability and identify barriers.
- Digital communication: Digital self-service complaint and inquiry management to reduce call volume.
- 3rd party verifications: Increase accuracy and reduce the burden on clients using 3rd party data integration.
- Customizing outreach: Text/email communication tailored to effectively reach more clients.
- Forms digitization: Allowing clients to submit online or continue with paper.

Capital Request			
General	Federal	Other	Total
\$656,557	\$1,219,321	\$0	\$1,875,878
35%	65%	0%	100%



Glenclyff Home Elevator

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Background

The present warehouse elevator was installed circa 1950 and has never had any major repairs or upgrades in support of transporting the goods and materials between floors in support of resident care. Status of the current elevator:

- The control, mechanical and hydraulic systems are outdated to the extent that parts are very difficult to obtain.
- The control buttons work sporadically, and the elevator cannot stop level with each floor.
- The fire prevention system that is part of the elevator is also outdated and at risk of failure

Goals

- To decrease interruption to facility operations due to the unavailability of elevators with continuous breakdowns, and to decrease expenditures related to costly repairs.
- To replace the elevator allowing for continued transportation of goods and materials between floors and mitigate fire danger and controls that could result in accidents.

Capital Request			
General	Federal	Other	Total
\$450,000	\$0	\$0	\$450,000
100%	0%	0%	100%



DHHS Capital Agency Requests Not included in HB25

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Project Name	General Funds	Federal Funds	Other Funds	Total
Glencliff Home Security System	\$1,300,000	\$0	\$0	\$1,300,000
ADRC Information and Referral System	\$1,000,000	\$1,000,000	\$0	\$2,000,000
Multi Language Support for Client Notices	\$121,524	\$1,093,712	\$0	\$1,215,236
Document Management and Retention	\$725,000	\$725,000	\$0	\$1,450,000
DHHS Elevator Replacements	\$3,000,000	\$0	\$0	\$3,000,000
Glencliff Home Fuel System Upgrade	\$1,200,000	\$0	\$0	\$1,200,000



Glenclyff Home Security System

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Background

In the fall of 2017, a security system was installed in the residential areas. This included cameras and magnetic door locks.

Unfortunately, due to financial constraints, two buildings and outside cameras were not able to be included. Additionally, the software and portions of the hardware installed in 2017 are now outdated. This project will finish the installation of the security system in the remaining two buildings and outside.

Goals

- To ensure safety and welfare of residents and staff.
- To increase and enhance video coverage for warehouse and facilities.
- To Decrease search time in cases of eloped or missing residents.

Capital Request			
General	Federal	Other	Total
\$1,300,000	\$0	\$0	\$1,300,000
100%	0%	0%	100%



Aging & Disability Resource Center Information and Referral

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Background

Over 116,741 contacts and performance metrics are entered and tracked in the system per year, the resource database includes information for a broad range of public and privately funded long term services and supports as well as a comprehensive listing of veteran/military services, supports, resources, and tracking of services for 13,779 clients in the family caregiver program. The current legacy system does not support integrations for improved care for clients and lacks the capability to generate reports and measures for efficient and compliant service deliver or allow for clients to search for services across over 4,000 agencies.

Goals

- Build a system to promote and support individual and family directions and create continuous quality improvement data to support client needs.
- Leverage the system to monitor provider contract performance and grant fund management.
- Align to federal and state requirements to have reports for person centered options and counseling services.

Capital Request			
General	Federal	Other	Total
\$1,000,000	\$1,000,000	\$0	\$2,000,000
50%	50%	0%	100%



Multi Language Support for Client Notices

10

Background

Our current Integrated Eligibility and Enrollment system only offers a single language of English for digital submissions of applications for eligibility determination. Approximately 5% or 10,000 people are impacted resulting in additional phone calls and delayed services. This has caused difficulty for clients to navigate the services and delays on our responses due to the language barrier.

Goals

- Providing information and support in a customer's preferred language to improves the overall customer experience.
- Multilingual support to assist customers in their preferred language to achieve faster issue resolution.
- Maintain compliance with federal requirements to support the use of certain languages for client communication.

Capital Request			
General	Federal	Other	Total
\$121,524	\$1,093,712	\$0	\$1,215,236
10%	90%	0%	100%



Document Management and Retention

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Background

The Department is required to maintain records in accordance with a published retention schedule, covering both physical and digital records. With the growing volume of digital records stored in emails, file servers, and applications, there is a critical need for a technological solution to streamline record retention, guided by user input. As the State continues to face staffing challenges, implementing a document retention and automation tool will ensure compliance, improve access to records, and significantly reduce the administrative burden on the department.

Goals

- Search and discover data, follow data retention and destruction in compliance with federal law, legal agreements and State data retention laws or rules;
- Establish an automated process for eDiscovery of information;
- Reduce manual efforts expending hundreds of hours of attorney's and staff time retrieving data for Right to Know and litigation hold processes.

Capital Request			
General	Federal	Other	Total
\$725,000	\$725,000	\$0	\$1,450,000
50%	50%	0%	100%



DHHS Elevator Replacements

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Background

The Department has six elevators located within the New Hampshire Hospital in need of replacement; such elevators have exceeded their life expectancy impacting the ability to provide safe, reliable access within the facilities. These elevators fail between 2-4 times per year resulting in utilizing the stairs for transport of patients and materials to multiple floors and a call to repair usually taking several days to restore service.

- New Hampshire Hospital: (1) freight elevator, (3) passenger elevators
- Acute Psychiatric Services: (2) passenger elevators

Goals

- To ensure accessibility for all patients, staff and visitors in compliance with State and Federal Laws (Americans with Disabilities Act).
- To ensure the safety of passengers.
- To decrease interruption to facility operations due to the unavailability of elevators with continuous breakdowns, and to decrease expenditures related to costly repairs.

Capital Request			
General	Federal	Other	Total
\$3,000,000	\$0	\$0	\$3,000,000
100%	0%	0%	100%



Glenclyff Home Fuel System Upgrade

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Background

Current Fuel System is 28 years old and original manufacturer of equipment is no longer in business, so parts are not available.

Due to deterioration of the structure of the fuel system, there is risks of hazardous spills and DES requires upgrades to meet current regulations.

Having a fuel system on site saves GH money on cost of fuel, mileage, and staff time vs. driving fleet to closest gas station.

Goals

- Install a new underground storage tank, pump monitoring system, and concrete pads;
- Erect a new shelter to protect the system from ice, snow and rain;
- Locate the new structure away from the center of a busy parking lot, dangerous overhead wires will be placed underground;
- Regrade parking lot and pave it for more efficient maintenance.

Capital Request

General	Federal	Other	Total
\$1,200,000	\$0	\$0	\$1,200,000
100%	0%	0%	100%





Questions?

Contact us:

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