

DHS CARES & Other Systems Projects Implementation Schedule as of: 12/14/2009

Note: All dates and content are tentative for planning purposes and subject to change

January 2010

- **ECF Workflow –Integrated document workflow**–Streamlines the process of scanning, indexing, and processing documents by enabling a "scan first, act later" business model and by integrating the workflow into CWW. This will be implemented first in pilot locations and then rolled out state-wide.
- **ACCESS Child Care** – The Child Care program will be added to AIE, AFB, RMC, CMB and RMB (Renew My Benefits).
- **ACCESS Online Renewals/SMRF** – Add the ability for the member to do their program renewal for Health Care (excluding BC+ Core Plan), FoodShare and Child Care online using ACCESS. This will also include on-line SMRF completion. This also includes:
 - **Review Due Letter** – Improve the review due letter for all programs. May involve creating separate letters by program groupings.
 - **Delink Reminder letter from SMRF process** – A change is being made to allow a SMRF to be sent even if the reminder letter is not.
- **Client Scheduling System Enhancement** – Minor optional tools will be added to the existing CARES mainframe Client Scheduling system. This will allow for easier viewing of appointment availability and scheduling. For Miles, this will also integrate with workers Microsoft Outlook Calendars.
- **Family Care Expansion Enhancements** - CWW enhancements for central processing of Family Care as FC expansion continues.
- **Medicaid Quality Report Website** – A website of quality data will be developed. This will initially focus on quality Medicaid service and health metrics. This will include the HMO report card.
- **ACCESS Am I Eligible State Life Insurance Addition** – The State Life Insurance Fund (SLIF) program will be added to ACCESS Am I Eligible.
- **MIPPA/SLMB+ File Mailing**– The Medicare Improvement for Patients and Providers Act (MIPPA) of 2008 requires states to accept Low Income Subsidy (LIS) application data and use it to determine eligibility for Medicare Premium Assistance. A process will be put in place to mail the identified LIS members an application that they will return to their local agency for an eligibility determination.
- **ESC/MiES Telephonic Signature Automation** – This will complete the automation of the telephonic signature to be able to start and end the recording using an integrated Call Center AnyWhere, ECF and CWW solution.
- **January CWW Fixes/Enhancements:**
 - Caseload Management search enhancements for alerts and online applications and change reports. (41419)
 - Fix - Medical Coverage good cause reason not coming over to CWW from ACCESS (40068)

- Quick Select Enhancement to allow for search by SSN on ACCESS applications (41335)
 - Fix - Remove DES as a transferable county (41515)
 - Fix – Exception for mail in page one option (40663)
 - Fix – Exception while navigating BCLA Details page in history mode (40625)
 - Fix – Generate Summary “cannot display” situation (41134)
 - Enhance validations of physical exam info on Current Demographics (41340)
 - Update email addresses for DHS Call Center and Training on CWW error page (40710)
 - Don't set application 5 day reminder alert 409 for ESC and MilES (40771)
- **January ACCESS Fixes/Enhancements**
 - Fix – Exception on Individual Health Details page when navigating back and forth (41076)
 - Fix – Fatal when clicking on EOMB request on a closed case (41052)
 - Fix – CLA Exception when logged into AFB account created for AST application (41383)
 - Fix – Remove blank in ACCESS for Providers & Partners dropdown (41083)
 - Fix – CLA WAMS login and logout info page shows in English when Spanish language selected (41092)
 - Enhancement to ensure valid SSNs (ex. not 123456789) (40594)
 - CLA Change PDF Auth Rep label text (40888)
 - Fix – Exception on Final App Sub page when submitting without signature name filled in (40950)
 - Fix - FS Priority Service page is pointing to Start in the left nav menu (40976)
 - Fix - PS FoodShare page pre-fill value to use future month income correctly (41084)
 - Fix – Do not schedule Potential Eligibility page if no CLA request (41314)
 - Fix – Error message displaying when viewing PDF on MyACCESS for an AST app (41689 & 41773)

February 2010

- **Telephonic Signature Batch** – Move old and new Telephonic signature files to ECF. They currently in a separate temporary storage location.
- **BC+ Basic** – Provide a simple limited benefit plan targeted at Core waitlist members. ACCESS will be updated to allow Core plan waitlist members to pay their initial premium online which serves as their initial application. CWW waitlist management tools and fiscal pages will be updated to allow premium payment entry/tracking and eligibility management. CARES will send interChange Basic eligibility information via a new med stat. iC will develop a new Basic benefit plan.
- **Waitlist Management Tools** – This includes capability for ESC to manage updates to waitlist applications, capability for Transitional BC+ Core members to bypass the waitlist process for review processing, and automation of the waitlist confirmation letter. Some of this process may be leveraged for the BC+ Basic program.
- **EVHI Self Service** – This systems will allow employers to report their employee health insurance information via the web. This integrates information with EVHI and CWW and notifications. This also includes:
 - CWW/EVHI - Children under 18 should not require HI verification

- CWW/EVHI - Updates to CWW/EVHI Customer Insurance Pop-up
- CWW - New worker enterable health insurance verification code that allows case to be processed but doesn't withdraw EVHI request for information from the employer (38313)

March 2010

- **FPW for Men** – Expand the currently Family Planning Waiver Program to include men. All other FPW enrollment requirements remain the same.

June 2010

- **HMO Selection for BC+ Core** – Automate the HMO selection process within ACCESS for BC+ Core and all BC+, includes updated HNA
- **BC+ Premium Enhancements** – Implement a second round of BC+ premium enhancements.
- **BC+ Core Reviews** – Provide capability for regular BC+ Core members coming due for reviews starting 7/31/09 to complete a review in ACCESS RMB.
- **BC+ Basic Follow up** – Follow up work for BC+ Basic including recurring payments and online ongoing payments. Scope depends on volume in Basic program.
- **Various Fixes and Enhancements (TBD)**

August 2010

- **ECF Customer Self Scanning and Fax** – Allows customers and Community Access Partners to remotely scan documents and send to ECF. This also allows for faxed documents to be directly uploaded into ECF.
- **Verification Checklist Redesign** – The verification checklist will be converted to the new letter format and redesigned to be more specific on what type of verification is needed.
- **Core Plan Waitlist Re-apply – tentative** - Implement functionality to allow members that are on the Core plan waitlist to bypass the waitlist and reapply when notified there is a slot open.
- **Birth Query Interface** – Incorporate the birth query into CWW. This includes development of an interface with the new Vital Statistics system.

Other Unscheduled:

- **ACCESS Accessibility Compliance/Browser Compatibility** – Identifies gaps in the ACCESS application with respect to Section 508 and W3C Priority 1 accessibility standards. ACCESS will also be tested using Internet Explorer 8 and Firefox 3 web browsers to identify and resolve any compatibility issues. Implement ADA compliance enhancements in ACCESS.
- **EVHI Assessments** – Penalties for employers who fail to complete their health insurance information will be implemented.
- **ACCESS Am I Eligible W-2 & Housing Assistance – tentative** -Add screening for W-2 and Housing Assistance to Am I Eligible.

- **DOC Prisoner pre-release**
- **ACCESS AFB changes from Hunger Task Force**
- **SLMB+ Automation**
- **PRISM future phases**
- **ForwardHealth Quality Report future phases**
- **IVR Query**
- **IVR Review**
- **DX: Birth Query, eSOLQ, CARES/AVS integration**
- **Enterprise Information Strategy**
- **ACCESS Program Adds**
- **RMC Assets and Bills**
- **Pre-Printed Review Forms**
- **ACCESS CMB Notices and EBT**
- **Re-engineer CARES Admin Structure**
- **Client Scheduling in CWW**
- **MILES lobby flow**