

### **BEM SYSTEMS PROJECTS IN PROGRESS**

The following is a list of maintenance/enhancement items that have been prioritized by DHCAA and are in progress (not including iC or BC+ CLA).

<b>Priority</b>	<b>Description</b>	<b>Scope</b> (Simple, Medium, Complex)	<b>Comments</b>	<b>Status</b>
High	Client Scheduling Appointment and Review Letters	Medium	Client Scheduling Intake and Review Appointment Letters are confusing to customers because they are not phone or in person specific.  Solution: Develop new letters that are specific to type of interview and Client Scheduling Code that will be clear to the worker of which type of appointment it is.	Scheduled for implementation on 10/31/08.

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
High	BC+ Premiums Redesign	Complex	<p>Premium Redesign Meeting occurred on September 30. Systems issues that need to be addressed immediately from that meeting:</p> <ol style="list-style-type: none"> <li>1) iC will not be able to make manual premium entries. The Call Center currently sends EDS two reports per week of cases that need to be updated. – Jim J. is following up with iC.</li> <li>2) A fix needs to be made to CARES so that workers can decrease the premium amount when running with a passing date. A fix for this issue was implemented in July, but may not have covered all scenarios. Phoua Her will send Aswin at Deloitte some case examples.</li> <li>3) Develop a premium override page in CWW. Even if item #2 is fixed, there still is a need to have a way to override the premium amount. Example: Mom, Dad and child are eligible for BC+. Dad leaves the household in August, but is already determined eligible for August. Premium needs to be lowered for August, but cannot since we would not be giving Dad adequate notice of the adverse action.</li> <li>4) In ACCESS, add a premium coupon for customers to print to send in with their payment.</li> <li>5) Extending the grace period before imposing an RRP to 60 days.</li> </ol> <p>Other issues that may need to be addressed:</p> <ol style="list-style-type: none"> <li>1) Premium tracking page is not working correctly.</li> <li>2) Late premium pay, worker gets alert and has to run. If we automate it, would save time and ensure it gets done.</li> <li>3) BC+ gives free month when it shouldn't, can't confirm, can't send to EDS.</li> </ol>	Systems Issues 1-5 are being researched. Options paper being developed for initial premium issues.

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
High	EVHI	Complex	<p>The following immediate issues are being addressed with the EVHI process:</p> <ol style="list-style-type: none"> <li>1) Verification process is delaying cases being processed. Solution: calculate response time from EVHI as 30 days from the filing date rather than 30 days from the date the worker clicks the 'verify' button the CWW Employment Page.</li> <li>2) Asking workers to verify insurance on deleted sequences and past months</li> <li>3) Wrong FAX and email address for the EVHI unit on the Request for Information (RFI) form.</li> <li>4) Opening approximately 600 cases per month because the RFI expired.</li> </ol>	All are approved for Deloitte to research.