

Income Maintenance Reports

IMAC 10/17/2013

New IMMR Reports November 2013

- New IMMR Daily Application Monitoring Reports
- New IMMR Received Applications Reports
- Enhanced IMMR Health Care Timeliness Reports
- Enhanced Ad Hoc Executive Dashboard Report

New IMMR Reports

- Daily Application Monitoring Reports
 - Received, Processed, Pending
 - Includes overall, HC FFM, HC non-FFM, PSFS, and FS
 - Received will be distinct count
 - Same day processing will result in applications counted as received and either processed or pending

New IMMR Reports

- Received Applications by Program of Request and Source
- HC FFM and non-FFM
- FS PS and non-PS
- CTS and non-IM (CC and/or W2)
- ACCESS, FFM, Paper/Phone, Program Add
- Refreshed weekly for month-to-date and monthly end of month

New IMMR Reports

- Received Applications Detail
 - Work Item Source
 - Work Item ID
 - Worker number and name
 - Work Item Type
 - Work Item Type Detail
 - Begin Date

Enhanced IMMR Reports

- Health Care Applications Timeliness
- Monthly and History
- Differentiates between FFM and non-FFM application processing timeliness
- Similar to current differentiation between FS and Priority Service FS

Reporting Requirements for CMS

- Weekly Reports to CMS 10/1/13 – 3/31/14
– Monthly beginning 4/1/14
- Application and renewal processing data (volume, source, avg processing days)
- Call Center data (volume, wait time, abandonment rate)
- Enrollment at the individual level (MAGI, non-MAGI, Title XIX, Title XXI, denials)

New and Enhanced Ad Hoc Reports

- Being built or enhanced to provide the details required by CMS.
- Renewal Processing Details to be added to Executive Dashboard
- Application Processing will be removed (in IMMR)
- New Reports to provide individual level details regarding eligibility, denial reasons, pending reasons

New and Enhanced Ad Hoc Reports

- Ad Hoc Reports also being built to track participation of individuals impacted by changes effective 1/1/14
- Waitlist
- BC+ Adults who lose eligibility (>100% FPL)
- Basic

New IMMR Reports January 2014

- Enhanced IM Recipient Summary reports
- Include drill downs to details related to individual program eligibility or denial