

IMAC Subcommittee Update

January 16, 2014

Upcoming 2014 IMAC Subcommittee meetings have been scheduled as followed:

Training	March 24, 2014
Workload and Finance	January 28
FSET	March 12
PPACA/Health Care Reform	February 10, February 19
CCA	January 27
IT	January 24
Program Connections	TBD
Performance Monitoring	TBD
Process Support	February 10
Fraud and Program Integrity	January 17

The following subcommittees and work groups have met since the December IMAC meeting:

PPACA

The PPACA Subcommittee met jointly with IMAC on December 19 and received a written update of new developments on January 3. This was followed up by a teleconference meeting on January 10 at which:

- 1) Consortia asked clarifying questions regarding the January 3 update
- 2) Consortia asked various questions on the content of the flat file and were also asked about how it was being used and related issues to that use.
- 3) An update on the status of the account transfer from the Marketplace and implications of further delay was provided
- 4) Agenda items for the January 15 in-person PPACA subcommittee meeting were identified

Performance Monitoring

Subcommittee met on 12/18/13. The following was discussed:

- 1) FS MER process for 2014. Each Consortium and 4 Tribal Agencies will be included, and site visits will include more than one agency per consortium. Entrance Conference will be more consistent and include discussion about how the Consortia operate. Customer surveys, case reviews, etc. will be done prior to the entrance conference so they can be discussed. Best practices will be included in final report. Worker experience (# of years on the job) will be included in the report. Operational Leads will be emailed to set up

entrance conference schedule. New case reviews may not be done. 2nd party review results may be used.

- 2) New IMMR Reports. New IMMR reports going into production were demonstrated. Health Care application report will track where applications are coming from, including FFM. Application Daily Monitoring Report will track numbers of received applications, processed applications and pending applications daily. Received application by program will include the Request date and Source of applications. Active Case Summary Report replaces ACD #1 and #9. Amy Mendel-Clemens and Jenny Hoffman will put together a training forum for Managers/Supervisors to attend to learn best practices of monitoring using IMMR and SharePoint.
- 3) SharePoint Reports. Reports will be foldered and organized. Snapshots and reports by Consortia will be foldered and the old reports will be cleaned up. Executive Dashboard report will be replaced with the Ongoing Caseload monitoring report and can be used to monitor SMRFs and renewals. New reports and SharePoint site organization will begin in January. Renewals and SMRFs after due date will be 2nd report. They are not called untimely because it will not include tracking of verification extensions.
- 4) Planned Reports for February 2014. Other reports will be added to IMMR that had to be created for CMS. Detail regarding individual eligibility will be included in this report. IM Eligibility Summary is planned for spring 2014. A note will be put on timeliness reports noting that priority services numbers have system issues and are not reflective of the correct %.

IMAC IT

The IMAC IT Subcommittee met by teleconference on January 10. The subcommittee:

- 1) Reviewed the results of the "CARES Survey: Priority Projects" that was distributed to the subcommittee members and consortia leads on November 29, 2013. The top 5 items will be brought to DHCAA for review.
- 2) Discussed a suggestion from the CDPU to be able to search for an individual by address and last 4 digits of an SSN. There was not a consensus that this enhancement would be valuable. Other ideas were: search just by address; search by address within a consortia or county; search by telephone number. The enhancement would also not be higher priority than the top 5 items from the survey.
- 3) Consortium Feedback Roundtable – DHS has two action items: Check status of AVS enhancements project; update CARES availability calendar to reflect upcoming deployments and conversion dates.
- 4) Next meeting is scheduled for January 24. Agenda items TBD.