IMAC IT Sub-committee Update as of 12/17/14

Priority fix list (smaller items)

Items awaiting more information

1. When a case is listed as Spanish and the family needs to pay a premium, the premium notice is sent in English, not Spanish. – Check to see if it's an issue. Get a case number and create JIRA [1] item. Tony Sis has a message out to workers to provide a case number.
2. Fix the problem where you get the MCI clearance red banner on the Household member page. Usually you need to take the middle initial out to get past the screen and then go back in to re-add it later. Bonnie has a message out to workers to provide case numbers.
3. Could the docs appear quicker in the viewer? (This might be a local network issue (Walworth Co, not sure.) – IM Central stated they are experiencing this slowness as well. Raquel will follow up.
4. 272 deductible errors. When a 6 month deductible has been met and you are doing the next review; you get the 272 failure message. The next 6 month period need to be done manually. Can this be fixed? Laurie Teubert will follow up on specific case that was provided by. I did follow up on this but am trying to get more details, it doesn't seem to be being reported as much anymore. There is a pcr, but nothing added since June.
5. The ability to choose more than one category when reviewing what appointments are opened by teams or to view multiple workers calendars at the same time. This would allow the team manager and/or other Sups to see who is available for additional work. Currently, we can review only one category at a time or review each and every team member's calendar which is very time consuming. – Kara Jenkins elaborated on this request. Would like to have the option to search by "All" on the Activity Type. A JIRA item will be created. Kara is going to check with the supervisor of the scheduling unit to see if there is another way around this, if they can create slots identified for that. Otherwise, sometimes they are just looking for an open slot regardless of the type (ie: phone interview, review, intake). I talked to Becky and she said some of this was discussed but not implemented because some appointments are pin based vs. case based, and some appointments have correspondence attached to them.
6. Could the calendar be made to allow notes in the protected slots? Get more information. Not sure why this is needed, can we get more information (Kara will check to see if this was requested by their Consortia at their Friday meeting, but she wasn't familiar with it). Currently protected slots are already defined by types: Break, Personal Holiday, Sick Leave, Jury Duty, Lunch, Meeting , Out of the Office, Phone Contact, Protected Time, Staff Meeting, Vacation.
7. Numerous workarounds for Social Security benefits –The owner of this item was not present, so no information was provided.

JIRA work items have been created and awaiting prioritization:

[1] JIRA - CARES Application Lifecycle Management Tool

1. The ability to pull documents /SMRFs/Renewals/Change, etc. in Document Management Search and Caseload Management Search by unit. – JIRA item created. CAR 4488
2. Could the "time" also be added to case comments along with the date of entry? –This can act as a time stamp when presenting to someone that doesn't normally look at case comments such as at Fair Hearing. It also helps to see the order of comments entered that same day. A JIRA item will be created. CAR 4438
3. Could the dates at the bottom of the comment section auto fill with the current date in the second set of boxes? The worker can change the date if they need to look at history. Ex: 11/01/2014 – 11/21/2014(auto-fill) since that is the current date. –Would like the "To Date" to auto populate with the current system date. JIRA item created CAR 4439.

   

   Here are my notes from that work item (I'm confused what value this adds): I'm not sure what this adds? Is it because they want to search for a range of dates? Right now, the system shows us the most current comment, what if there is nothing in the last 90 days.
4. Add documents received and/or pending to ACCESS – To allow members to see that we've received their verification. JIRA item created CAR 4441
5. Automate SLMB+. – Currently, there are approximately 3820 SLB+ cases statewide, I'm checking to see if the program is set to sunset at some point with policy. JIRA 4171
6. Automation of AEMA and TBMA, including AEMA 60 day extension after BC prenatal ends.   For the AE MA, we haven't had any cases added to the call since 2011, JIRA work item CAR 4158. For AE and TB MA automation, JIRA CAR 4159 (note: about 984 AE cases and 192 TB cases if I multiply the Jan review list x 12).
7. It would be really nice if we didn't have to click the "cancel" button every time we are on the confirmation page when we want to go somewhere else when the case is pending. JIRA item created - CAR 4161
8. On the case comment page could we add a "FRAUD" type (similar to intake, general, change, etc?) This will be a fit with the BRITS project tentatively scheduled for June 2015. CAR 4162.
9. Add Household member page to driver flow for SMRF and review. JIRA item created for SMRF. CAR 4163. Note: The household member page is already scheduled in the review driver flow.
10. Fix absent parent screen. When completing a case that has applied through ACCESS you get stuck on this screen and the only way to get past it is to call it in. JIRA item created - CAR 4164

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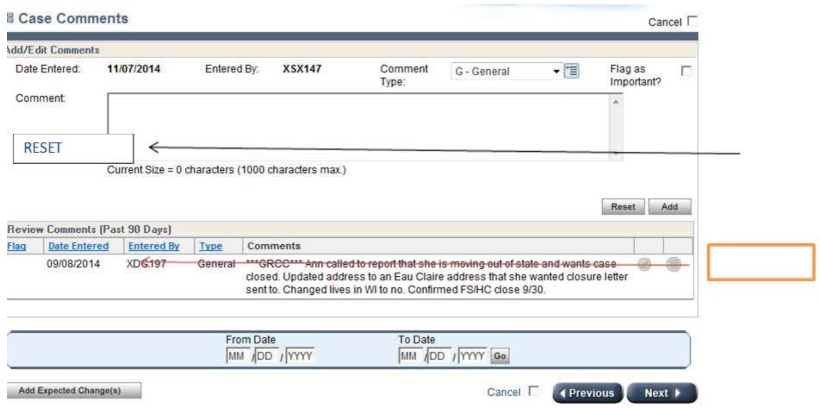
11. Move the reset button to the top of the page. Similar to other CWW pages. JIRA item created - CAR 4168

    1. Move the case comments reset button to the other side of the case comment screen so it is not directly next to the add button to avoid resetting 1000 word case comment by mistake.



12. Add a space for a case comment on the SEI page. JIRA item created - CAR 4169
13. When workers use the “Correspondence History Search” and use a Correspondence Mailing date of “before” a particular date (often the current date), thinking they will see all of the correspondence, this doesn’t happen. In many cases this search criteria will display some, but not all, correspondence that was issued prior to the date. If they then use the “between” search function for a period that falls before where they had originally been searching many letters that did not display with the previous search display. This can be very confusing with SWICA issues. JIRA item created- CAR 4170. Note: I have seen this recently, but I didn’t get screen shots, I’m sure Deloitte will need examples, so I’ll keep trying to find some, but if the agency can send some, that would be great (we haven’t had this reported to the Call Center).

Items removed from the list

1. Add a page for CC schedule where a weekly schedule could be documented to reduce errors and make it easier to QC CC cases. Sent to DCF. – Update: This is an item DCF is considering pursuing but it will be incorporating into CSAW, rather than CWW as CSAW is the system in which authorizations are entered and maintained. I would recommend it be taken off of the CWW to-do list or a reference added that it will be addressed in CSAW by DCF.
2. Better ways to search SWICA discrepancies. Could they be sorted by date so you could work older ones first or find the most recent batch? Also, possibly sort by status, i.e., fraud, third party, etc. This will be included with the Dashboard project scheduled for March 2015.
3. CWW is not picking up changing income amounts on the earned income page. This issue increases when backdating HealthCare. The current work around is to either build a duplicate wage screen or put the income on the unearned income screen.
    a. Having to build separate sequences of earned income so that the income counts in prior months on intakes. This is not only for backdates but also for months after the filing date.
    b. Enter employment several times before it takes and shows in the budget

c. CWW doesn't read the past income/employment income when you run with dates or ask for backdate. - No cases have been reported since the last fix. This item is considered fixed.

4. A supplement letter is sent when an auxiliary is requested and not yet approved. If the supplement is later canceled (next day?), the letter is still sent. Can we have CARES programed to not generate a FS supplement letter until the supplement has been approved? Mia Anderson-Inman will send case examples to Laurie Teubert. Update 12/15/14, Mia found that this is not happening but will continue to review these types of cases and if it's an issue will report again. This item will be removed from the list.