

IM Priority list – 7/24/15

New Items: (will be prioritized at the next round in October 2015)

1. Automate PPRFs
2. Enhance ACCESS to allow members to upload documents more simple

Items Sent to Deloitte July 22, 2015

1. The ability to pull documents /SMRFs/Renewals/Change, etc. in Document Management Search and Caseload Management Search by unit. **Combine with:** Request to search the Dashboard by team: 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. Add documents received and/or pending to ACCESS – To allow members to see that we've received their verification. [JIRA item created CAR 4441](#) #2

Tentatively Scheduled for October 2015:

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 provided a case example: JIRA item has been created – CAR 4628](#)
2. Request to translate NAIR SMRF return letter to Spanish, only available in English. [JIRA item created – CAR 4629](#)
3. 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).
4. 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](#)

¹ JIRA - CARES Application Lifecycle Management Tool

Approved but not scheduled:

5. 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? [JIRA item created – CAR 4759](#) **Tied for #9**

Items considered as Projects

1. Change Reports are supposed to be given out per IM Manual 4.4.1 at Application, Renewal, and Program Add. Since workers are required to send out a case summary after processing a renewal, change, or application, a Change Report should be attached to the application summary, so workers would not have to remember to manually send out. **Project**
2. 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](#) **#1 - Project**
3. 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). **#4 Project**

JIRA Items Deferred:

1. 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](#) **#3**
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. [JIRA item created – CAR 5003](#) **#6**
3. The IMAC IT group requested that for protected slots, they be able to enter comments/notes. [JIRA item create CAR-5253](#) **#11**
4. Case cannot be transferred to another county until the Discrepancy items have been resolved. **Need policy Clarification on when the discrepancy is complete. --Create a JIRA item?**