

Income Maintenance Quality Assurance (IMQA) Enhancements

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Topics

- Project Overview
- System Changes Overview
- Impact Analysis
- Release Readiness Activities

Project Overview

Background

- Current IMQA tool is separate tool from CARES Worker Web (CWW) and follows its own driver flow.
- When a sample is created, the information from the CWW case is captured and entered into the IMQA tool for review.
- Any changes made to the CWW case after the sample pull will not appear within the tool.
- In addition, any policy updates or changes will not be reflected in the IMQA tool without a system re-design every time a policy is changed or updated.

Intended Goals and Outcomes

- The enhancement of this tool will bring recent policy and process changes into effect.
- Will allow for the review of negative samples.
- Ability to generate manual samples based on user selected criteria.
- Easier communication between agency and state regarding corrective actions needed.
- Ability for future enhancements to be made without significant effort.

System Changes Overview

QA Panel

- The new IMQA tool will be called “Enhanced QA”.
- The old IMQA tool will still be available for samples created before 11/2017 and will be called “Legacy QA”.
- When review number is entered, system will automatically direct you to the correct tool based on creation of sample.
- Both can be accessed by the Left Navigation menu under “IMQA 2nd Party.”

IMQA Home Page

- A user can reach the new IMQA Home page by clicking on the 'IMQA Home' link in the left navigation menu under "Enhanced QA" section.
- No alerts will generate for cases requiring corrective action. Must manually navigate to page to view cases that need corrective action.
- Will have an 'Agency Actions Needed' section
 - This section displays information about State-specific reviews that are in the 'Pending Corrective Action Sent' status
 - By clicking on the magnifying glass to the right of the review, the user will be taken to the 'Review Summary' page for the selected review in the new IMQA driver flow.

Review Summary Page

- This page is the last page in the IMQA driver flow and will display a summary of errors identified on CWW pages selected for IMQA review, including any missing information.
- Agency Contact Persons will navigate to this page to respond to reviews sent through the IMQA tool.

Review Summary Page

- Updates to page functionality
 - Review Comments: Captures communications between the IMQA supervisors/Agency Contact Persons.
 - Review Response Document Upload: Allows users the ability to affix an attachment (eg. Agency Response Form)
 - Review Status: Allows agencies to change the status to 'Agency Response Sent – Agree' or 'Agency Response Sent – Dispute'. Change in review status will send review back to State.
 - The updates to this page will eliminate the need to send emails to the DHSSPR inbox.

Impact Analysis

Impact Analysis

- Communication between the state and consortium will change significantly.
 - Emails will no longer be sent via the DHSSPR inbox regarding Corrective Action needed on cases.
 - Agency Contact Persons will be required to check the IMQA Home Page daily for any cases requiring Corrective Action. There are no alerts set up with this homepage.
 - F-00628 form will be attached directly to review within IMQA tool.
 - Agency Contact Persons will have ability to change review status within IMQA tool to inform State case was reviewed.

Release Readiness Activities

Upcoming Dates and Events

- **October 8:** Operations Memo published this week
- **October 27:** Release of searchable course on DHS Learning Center regarding IMQA changes
- **TBD:** Presentation at TAPP
- **November 4:** Release of Enhanced IMQA tool

Next Steps

- Email was sent to all consortium on 07/25/2017 to provide names of all individuals who will need access to IMQA tool to view/complete corrective actions.
- If you have not yet responded, please do so as soon as possible.
- Please send email to DHSSPR@dhs.wisconsin.gov with the consortia, and the first and last names of the people who need access.

Questions?

If you have any questions, please contact the IMQC unit at DHSSPR@dhs.wisconsin.gov