



Modernizing DSS Client Services

**State of Connecticut
Department of Social Services**

**Presentation to the
Medical Assistance Program Oversight Council**

February 10, 2012



DSS Modernization Overview

Key Technology Infrastructure Initiatives

- Main Client Service /Employee Facing Systems
- Medicaid Management Information System - Phase II Implementation
- Eligibility Management System (EMS) Replacement
- Reuse of Core EMS Components
 - Eligibility Module

DSS Modernization Overview

Challenges

- ❑ 43% increase in average monthly Medicaid and SNAP cases over the last 5 years (500K)
- ❑ >35% reduction in eligibility staff workers over the last 10 years (+/- 300)
- ❑ 879,000 phone calls per month
- ❑ 3.7M pieces of paper per month

Access --- Timeliness --- Accuracy --- Inefficiency

The ConneCT Partnership



DSS Modernization Overview

Vision and Objectives

DSS is seeking to design, develop, construct, test, implement, and maintain components that will modernize the delivery of services to DSS' current and future clients.

- Enterprise Business Drivers:
 - Improve Client Access
 - Achieve Better Quality Outcomes
 - Enhance Customer Service
 - Reduce Costs
 - Provide a Technological Framework for the Future
- Project Components:
 - The **three** components included as a part of ConneCT are as follows:
 - Web Services
 - Telephony
 - Document Management and Workflow

In order to transform and modernize DSS to deliver services to customers in a holistic and customer-centric manner, DSS has undertaken this initiative to modernize its system and approach to service delivery.

The Benefits of ConneCT

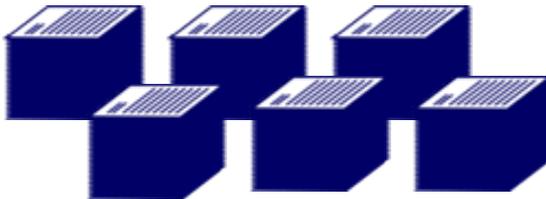
An Enhanced Client and Worker Experience

DSS CLIENTS

Current	Future
 <p>Office Visits</p>  <p>Paper Applications Paper Change Forms Paper Renewals/Redeterminations</p>	 <p>Access via the Web:</p> <ul style="list-style-type: none"> Pre-Screening Online Application My Account Change Reporting Online Redetermination <p>Access via Phone:</p> <ul style="list-style-type: none"> IVR System (General and Case-Specific Information)

ConneCT Opens Access Channels and Improves Information Flow to Clients

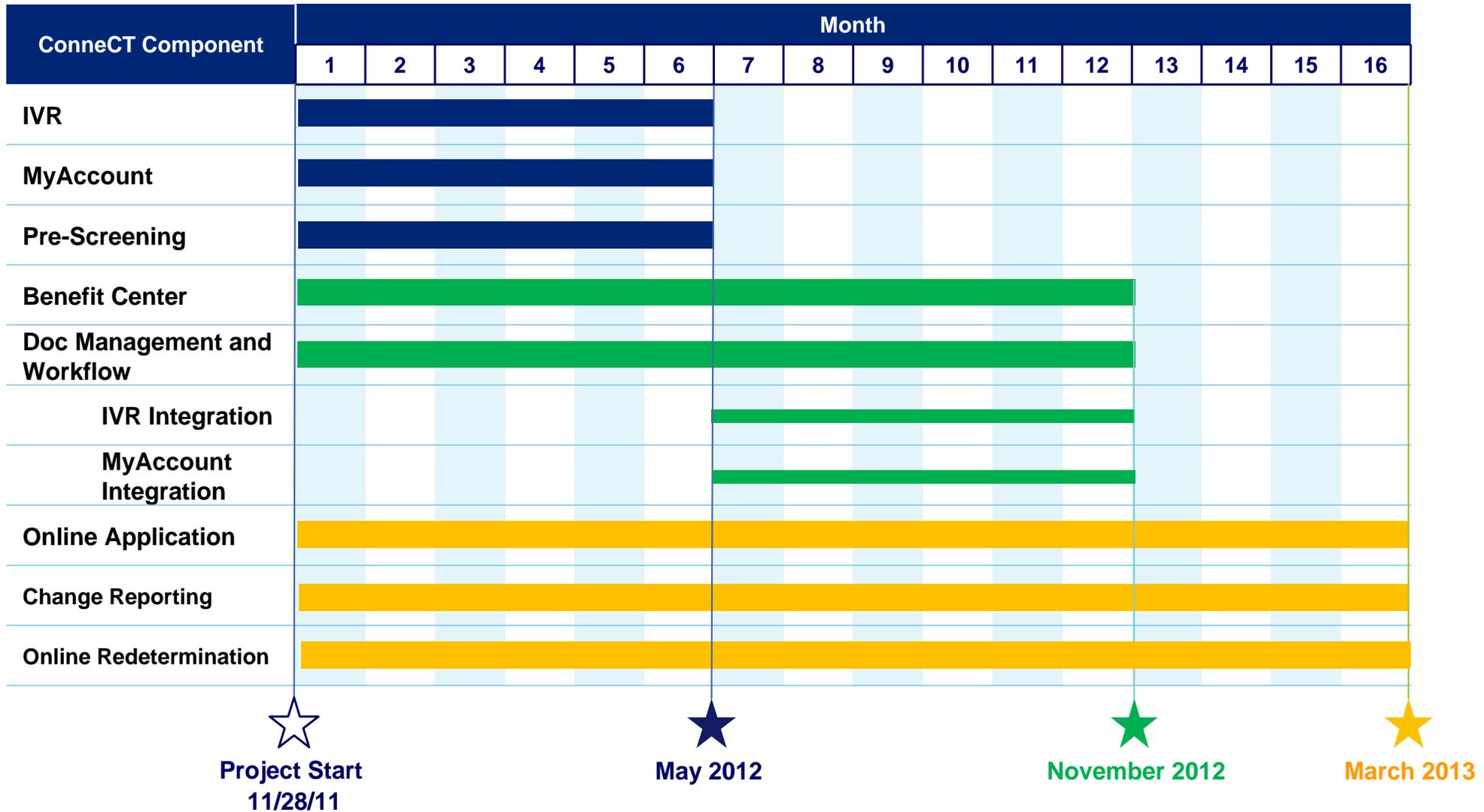
DSS CASE WORKERS

Current	Future
<p>Eligibility Management System (EMS) and ConneXion</p>  <p>Paper Documents and Physical Case Folders</p> 	<p>Eligibility Management System (EMS) and ConneXion</p>  <p>Telephony Tools:</p> <ul style="list-style-type: none"> Integrated Benefits Center <p>Worker Portal:</p> <ul style="list-style-type: none"> Task Management Structured Workflow Document Repository

ConneCT Empowers Case Workers and Managers

Project Release Schedule

An Accelerated Schedule to Modernize Client Service Delivery



ConneCT will be delivered incrementally in three deployments.



Deployment 1 – Helps Reduce Call Volume and Improve Customer Service

ConneCT Component	Month															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
IVR	█															
MyAccount	█															
Pre-Screening	█															



May 2012

Functionality and Benefits:

- Integrated Voice Response (IVR)
 - Provides self-service access for information about programs and benefits.
 - Reduces “generic” call volume regarding general information and inquires.
- MyAccount
 - Provides a self-service anytime/anywhere gateway for accessing case information via the DSS web portal.
 - Reduces “generic” calls and walk-ins regarding general information and inquires.
- Pre-Screening
 - Allows clients to independently screen themselves for services online without having to visit or call DSS.

Deployment 2

Modernizing the DSS Worker Experience

ConneCT Component	Month															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Benefit Center	█															
Doc Management and Workflow	█															
IVR Integration							█									
MyAccount Integration							█									



November 2012

Functionality and Benefits:

- **Benefit Center**
 - Provides a centralized, organized and manageable enterprise system for incoming calls.
 - Helps avoid busy signals and full voicemail boxes.
 - Serves clients throughout the state regardless of client’s residence.

- **Document Management and Workflow**
 - Defined and management workflow processes.
 - Centralized access to all documents from anywhere.
 - Reduces the need for paper and physical case folders.
 - Enhanced integration with IVR and MyAccount to provide document status.

Deployment 3

Opening Electronic Submission Channels

ConneCT Component	Month															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Online Application	[Orange bar]															
Change Reporting	[Orange bar]															
Online Redetermination	[Orange bar]															

Functionality and Benefits:



March 2013

- Online Application
 - Allows clients to apply online through an easy to use online application.
 - Dynamic verification checklist helps clients clearly understand exactly what is required.
 - Reduces paper and related logistical issues (mailing delays, lost paper, etc.).
- Change Reporting
 - Allows clients to report changes online which improves timeliness.
 - Dynamic verification checklist helps clients clearly understand exactly what is required.
 - Reduces paper and related logistical issues (mailing delays, lost paper, etc.).
- Online Redeterminations
 - Allows clients to conduct redeterminations online which improves timeliness.
 - Dynamic verification checklist helps clients clearly understand exactly what is required.
 - Reduces paper and related logistical issues (mailing delays, lost paper, etc.).

