KEES Update
Senate Committee on Financial Institutions and Insurance

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Secretary, Kansas Department of Health And Environment

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Business Need

- Today's application and case management is largely paper based and manual.
- Reliant on people to know the rules and do the work.
- Old technology takes a long time to change policy and processes.
- Information to support decision making is either in multiple systems or doesn't exist in any system.
- System components siloed; not reusable.
- Error rates are very high.

Project Costs
Implementation-Contractual

KDHE System (Accenture)	$44M
KDHE Other Contracts	$ 9M
SRS System (Accenture)	$22M
SRS Other Contracts	$ 1M
Hosting	$13M (est.)
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Total contractual (implementation)	$89M

Project Costs
Operations-Contractual

<u>Operations:</u>

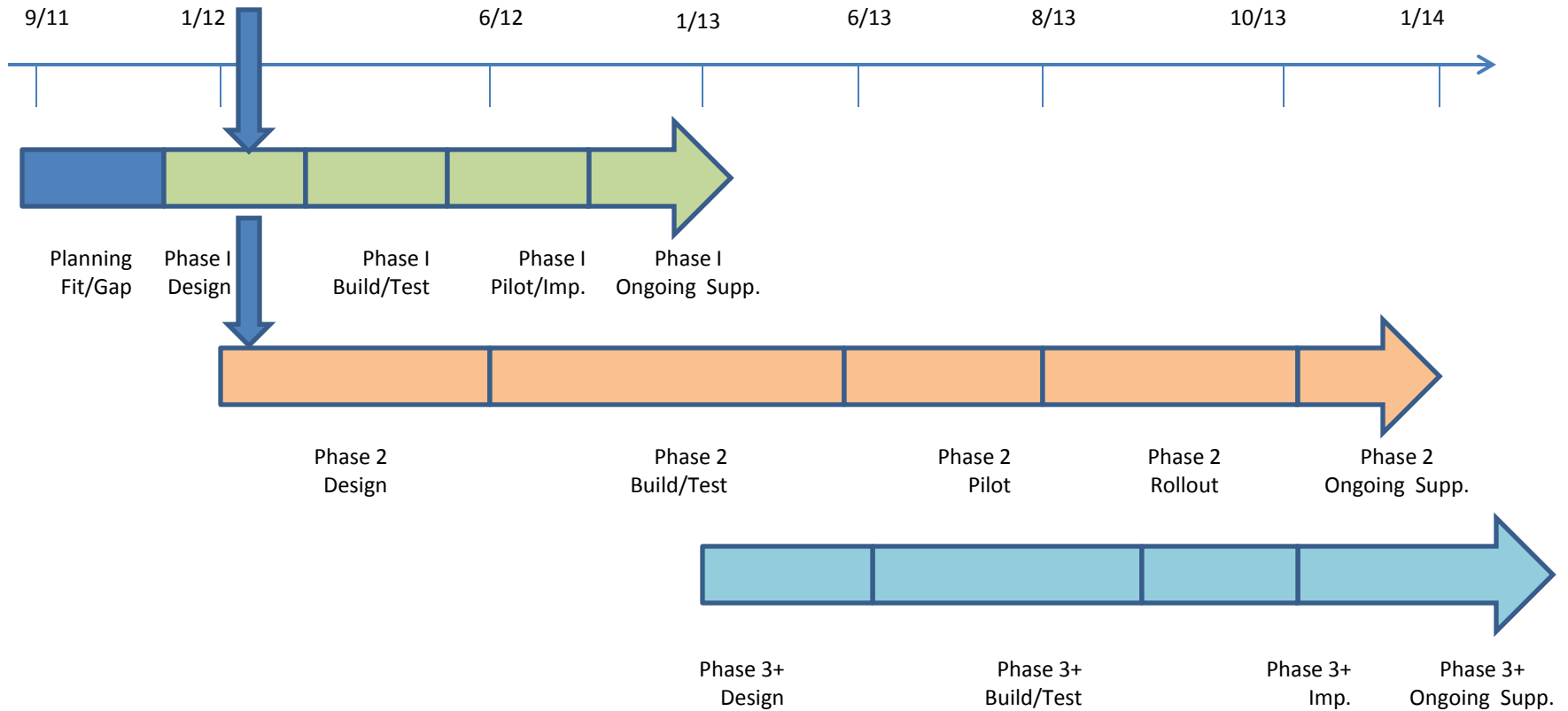- Maintenance Modifications
                Enhancements $31 M
- ASAP Software Maintenance + Support $ 4M
- Facilities $ 6M
- Hardware (V-Block) $ 2M
- Other Software $7M

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Total contractual (On-going Operations) $50M

Phased Implementation

- Phase I—KDHE/DHCF Public Portal
  - Online application for medical coverage.
  - Online screening tool for Presumptive Eligibility.
  - Summer 2012.
- Phase II—Rollout of initial functionality for Medicaid/CHIP and other social services functions. Spring/summer 2013.
- Phase III—Rollout enhanced functionality Fall 2013.
- Phase IV, V, etc.—Releases of additional functionality until scope of contractual requirements delivered.

High-Level Time Line

Timeline markers: 9/11, 1/12, 6/12, 1/13, 6/13, 8/13, 10/13, 1/14

Planning Fit/Gap | Phase I Design | Phase I Build/Test | Phase I Pilot/Imp. | Phase I Ongoing Supp.

Phase 2 Design | Phase 2 Build/Test | Phase 2 Pilot | Phase 2 Rollout | Phase 2 Ongoing Supp.

Phase 3+ Design | Phase 3+ Build/Test | Phase 3+ Imp. | Phase 3+ Ongoing Supp.

Eligibility System

Potential Interfaces

- Already have some interfaces. Will need to reconstruct for new system. May want to take advantage of other opportunities.
  - KDOR—expand current.
  - KDHE—expand current.
  - KDOL – expand current.
  - KDOA—New.
  - JJA—New.
  - KDOE—Expand current.
  - KDOC—New.
  - Social Security Administration (SSA) - New.
  - Department of Homeland Security – New.
  - Veterans Administration - New

Business Processes

- SRS identified antiquated business processes as a significant barrier to modernization.
  - Business process improvement (BPI) is the systematic approach to improving the quality and productivity of an organization's delivery of services.
  - SRS has partnered with Accenture and Change and Innovation Agency (CIA) to facilitate the SRS BPI effort with the goal to establish and implement process changes which will produce immediate improvements for SRS employees who process cases in the field.
  - A Statewide Redesign Team has developed the new process model which was implemented in Wichita 12/6/11 and will proceed to 14 additional offices in all SRS regions, by 5/30/2012.
  - A new emphasis is the concept of first contact resolution to all customer interactions. This will reduce the number of contacts and eliminate unnecessary and repeat client visits as a way to increase administrative capacity.
  - To support first contact resolution, the agency will transition from managing caseloads to managing processes.
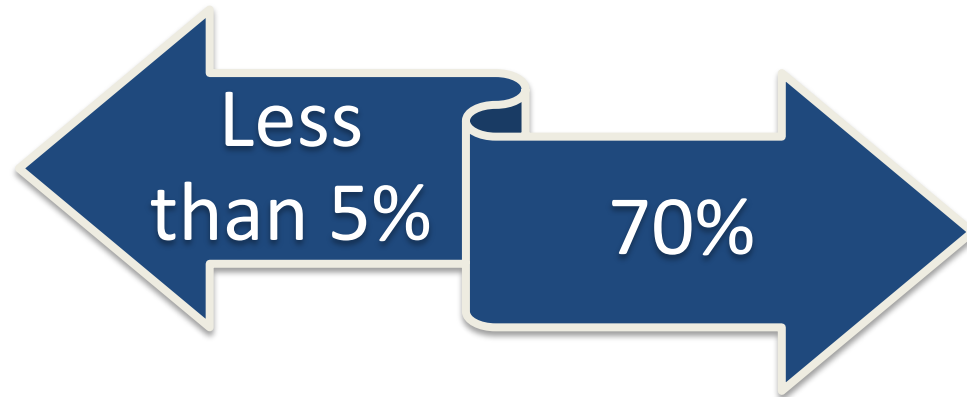
Business Process Redesign (BPR) Early Accomplishments

Reduced interview wait times

3-4 weeks → 10-60 minutes

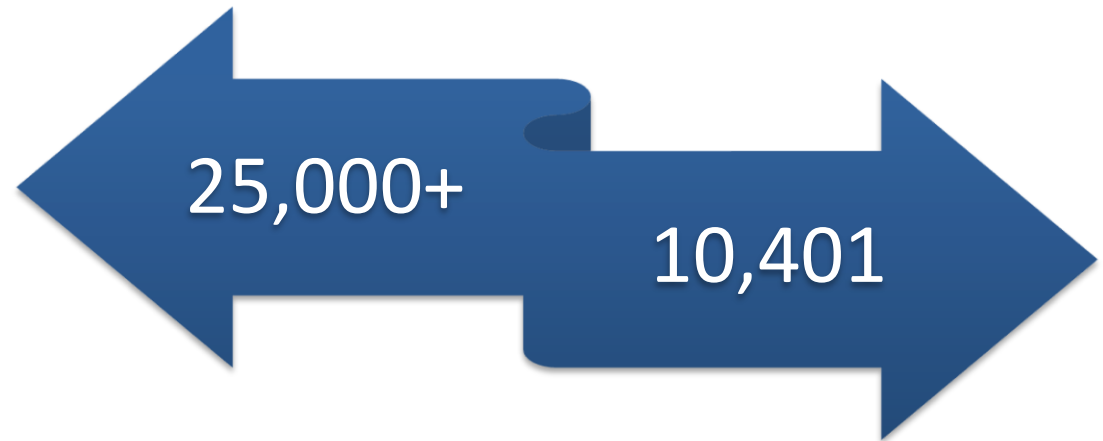Increased percentage of cases completed at first contact

Less than 5% → 70%

December Data in SRS Wichita Office

Business Process Redesign (BPR) Early Accomplishments

- Decreased unnecessary client transactions/contacts

25,000+

10,401

- Results:
- -Reduced # of complaints
- -Reduced client wait time for essential benefits

December 2011 Data in SRS Wichita

- Total Clients Served through lobby and non-lobby work: 10,401

- Total Cases completed during first contact: 7,210

- Completion: 69%

- Avoided Visits (2-4 additional): 14,420 – 28,840

Questions