

benefind Program Updates:

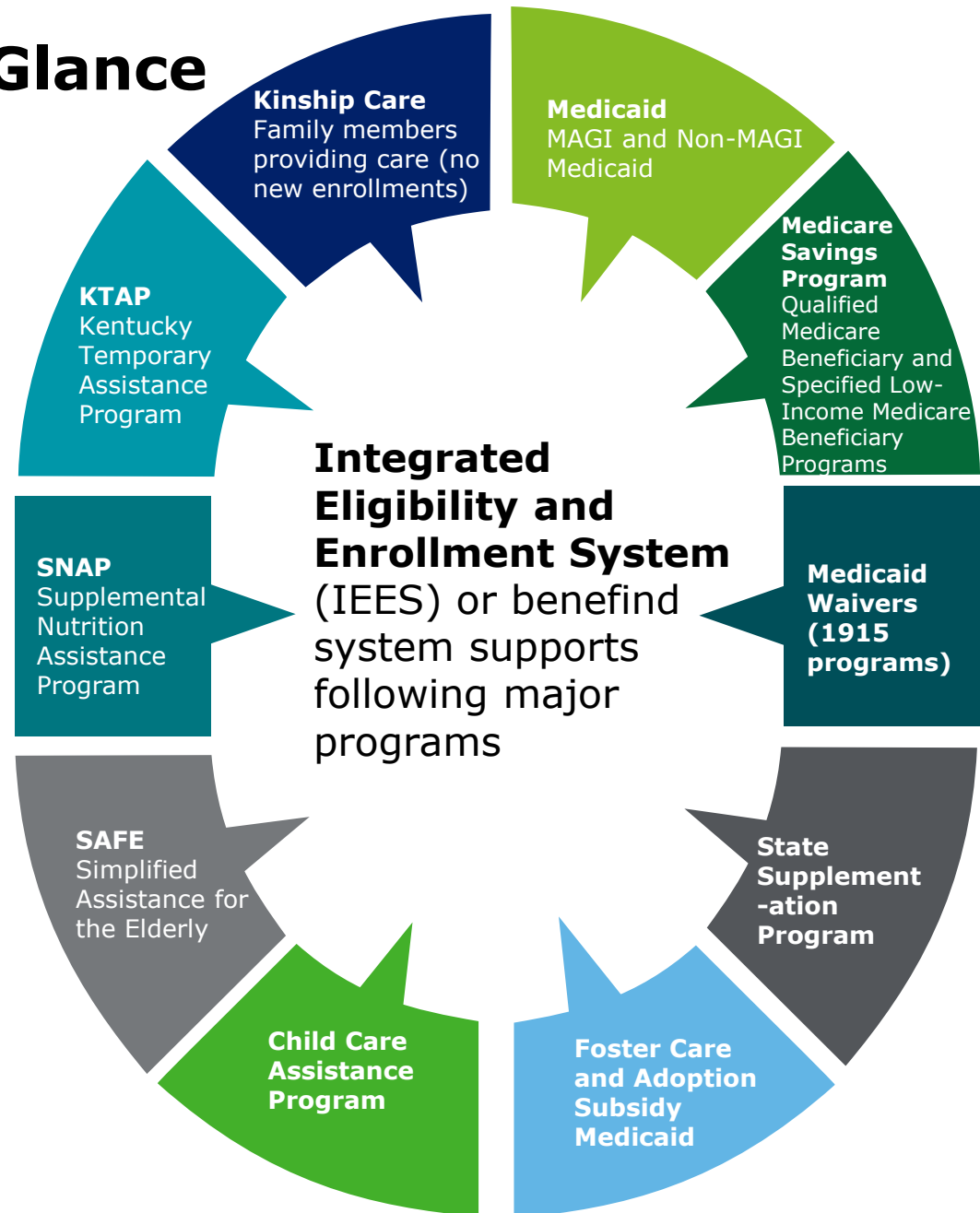
An update on the progress of Kentucky's Integrated Eligibility and Enrollment System (IEES)

June 19, 2018

Benefind/IEES at a Glance

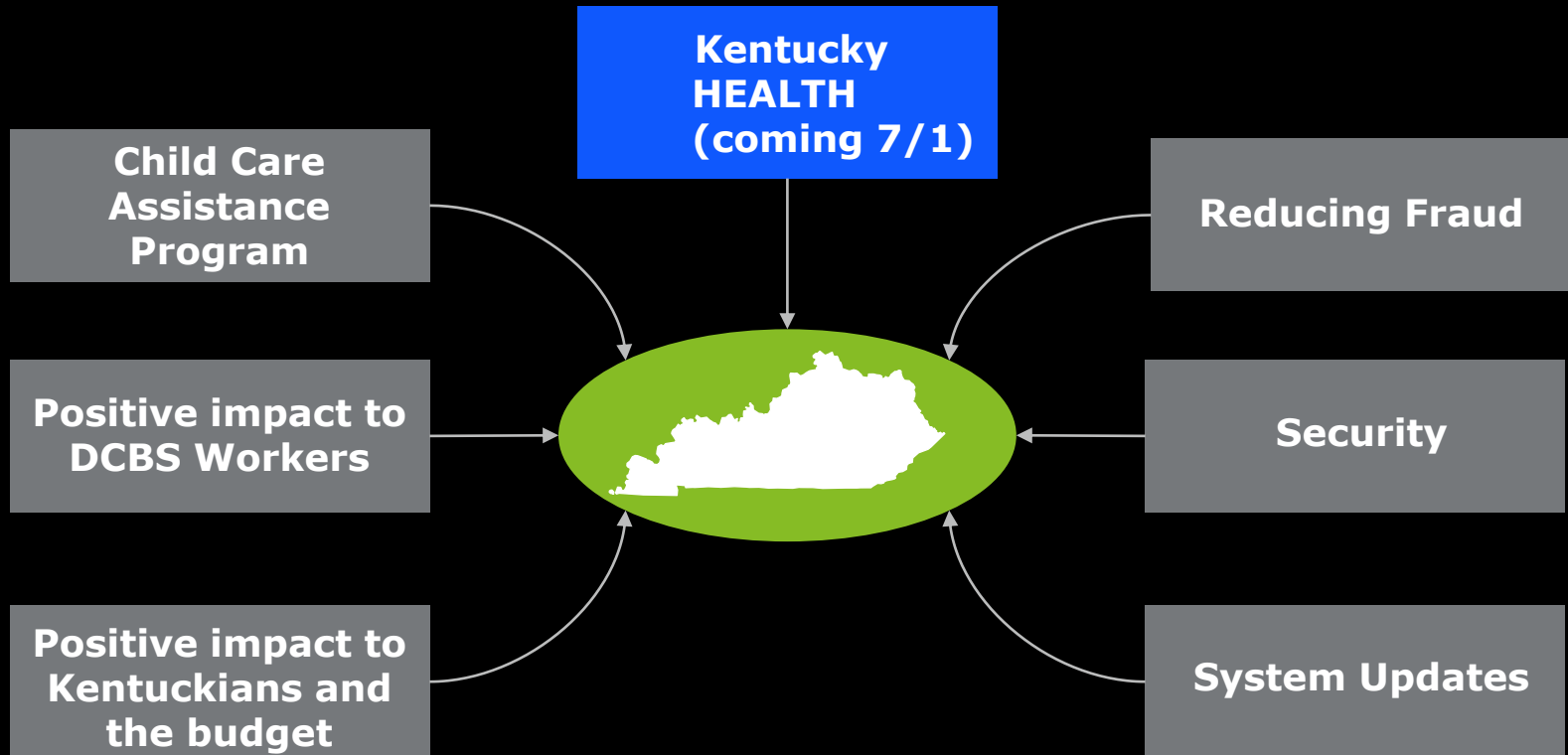
The benefind solution or Integrated Eligibility and Enrollment System (IEES) provides **Medicaid benefits to over 1.4 million** residents of Kentucky and delivers **over 1 billion dollars in SNAP and KTAP benefits** processed every year.

These programs are operated by 1,800 workers in the 120 county offices throughout the Commonwealth.



Benefind Recap

The following are key accomplishments over the past two years.



Current benefind Processing Volumes

The table below represents the issuance amounts and number of active individuals that are processed each month in benefind.

Benefit Program	Avg. Monthly Issuance Amount
Kinship Care	\$ 1,344,185
KTAP	\$ 3,651,083
State Supplementation	\$ 1,390,825
SAFE	\$ 591,970
SNAP	\$ 71,363,440
Medicaid Program Recipients	
Active Individuals	1,380,332

Impact to Kentuckians

- **Online Usage by Citizens:** has increased significantly reducing time for citizens in DCBS offices or on the phone
 - 416,466 benefind applications received through the self-service Portal
 - 84,920 changes reports through the self-service portal (e.g., address changes)
- **Streamlining of the Medicaid data across CHFS systems:** Reduced provider billing issues, implementing data and process integration across multiple systems
- **Real Time Online Services:** Improved Medicaid issuances with these services:
 - Income verification with federal sources now done in real-time
 - Work registration checks with the Division of Education and Training
 - Foster care and adoption subsidy eligibility converted from nightly batch to real time
- **Savings: over \$20 million per year** for Kentuckians as summarized on subsequent pages

Benefind systems improved self-service capabilities allow Kentuckians easier compliance with program requirements all while saving money

Productivity Improvements for DCBS Workers

- **Passive Renewals:** Eliminated annual recertification interview by automating process that verifies Medicaid recipients information during their annual recertification using Federal and State data sources reducing fraud
 - MAGI Medicaid: 2,130,510 successful passive renewals since July 2015.
1,597,882 DCBS worker hours saved
 - Non-MAGI Medicaid: 25,010 successful passive renewals since July 2017.
18,757 DCBS worker hours saved
- **DCBS Staffing:** A 3% reduction in DCBS front-line staff and elimination of mandatory 10% overtime compared to the legacy system KAMES
- **Processing Time Throughput:** Less than 1 day on average for task completions

These productivity improvements have resulted in \$9 million of annual savings, allowing workers to focus on better customer service and reducing fraud and waste

Child Care Assistance Program

- **Savings of \$8 million/year** by not renewing the Child Care Council contract to the Commonwealth – that is, this work was merely absorbed by DCBS staff through efficiency savings
- **Productivity gains – 3,500 New Child Care Applications per month** since October 2017, or **7x greater** than ~ 500 cases/month prior to benefind by the CCC vendor
- **Fraud Detection** – enabled the Cabinet to easily detect fraud and confirm appropriate eligibility for **9,193 cases** and close **1,000+** incorrect child care cases by integrating with other assistance programs
- **New provider portal function** developed and integrated with benefind on 4th May, allows quicker enrollment processing without jeopardizing data security
- **Around 1000 enrollments** have been activated within a month of go-live of the new provider portal function using documents uploaded by providers

Integration of child care has resulted in better access for Kentuckians to receive child care assistance and reduction in fraud and incorrect benefits

Reducing Fraud / Incorrect Payments

- **Asset Verification System (AVS):** Implemented real time and yearly verification for citizen's asset data related to their property, bank accounts, employment incomes, insurance information preventing fraudulent reporting by citizens and issuing accurate benefits to them
 - Since August 2017 verification checks have been done for close to 50,000 citizens
 - This eliminated the manual verification process by case workers and increased application processing speed
- **Automation of Monthly Income Interface Files:** Process of manually updating unearned income by the case workers was ceased after benefind implemented an automated process to update the SSA incomes
- **Reconciliation with MMIS:** As part of the conversion in March 2016 and a subsequent clean-up in MMIS in October 2016 reduced Medicaid for approximately 5,000 individuals who were incorrectly on Medicaid roll reducing incorrect capitation payment

Integrated and automated verifications have reduced instances of overpayments and issuance of incorrect benefits

System Upgrades/Major Accomplishments

- **FFM:** Kentucky transitioned to Federal Facilitated Marketplace (FFM) via HealthCare.gov to process Qualified Health Plans (QHPs) and Advanced Premium Tax Credits (APTC) eligibility. Kentucky transition project team worked closely with the HealthCare.gov team. The transition was completed without any system outage or negative impact to Kentuckians or reduction in QHP enrollments
- FFM has resulted in **\$2 million savings** in annual operating cost
- **EBT Vendor Transition:** Kentucky moved from JP Morgan Chase to FIS as its EBT vendor. The transition was carried out with no interruption to client benefits or service interruptions to the retailers
- **Waiver Case Management:** Full integration of waiver case management with benefind to improve self-service capabilities for some of most vulnerable Kentuckians who rely on these services for independent living and bring more accountability and transparency to the program

Commonwealth has undertaken big transformation projects that will improve service delivery to the Kentuckians and reduce program cost

DCBS / DMS Application Processing Scorecard

DCBS Metrics

Task Queue	# of Task in May 2018	In Hours		In Days		
		Median	Average	Median	Average	
FFM Account Transfer	1,799	82.552	79.023	3.440	3.293	
Client Intake	10,183	0.452	1.874	0.019	0.078	
Eligibility & Enrollment	42,322	18.379	3.689	0.766	0.154	
Office Support Assistant	291	0.014	1.991	0.001	0.083	
Support Services	135,315	1.197	65.553	0.050	2.731	
Total Task	189,910	Average Processing Time in Days				0.902

- Less than one day on average to process tasks.

DCBS Filled Positions	Total DCBS Front Line Workers (9/16/15)	Total DCBS Front Line Workers (4/16/18)	Total DCBS Front Line Workers (5/15/18)	Total DCBS Front Line Workers from 6/1/18
Field Services Supervisor	169	172	170	169
CMS I, II & III	234	238	240	242
FSS I, II, & III	1,391	1367	1356	1345
Total DCBS Filled Positions	1,794	1,777	1,766	1,756

- A steady 3% reduction in DCBS front-line staff and elimination of mandatory 10% overtime compared to KAMES

Timeliness – Intake (30 days)		Timeliness – Re certifications	
Medicaid	74.71%	Medicaid	92.60%
SNAP	83.95%	SNAP	94.69%
TANF	96.53%	TANF	99.47%

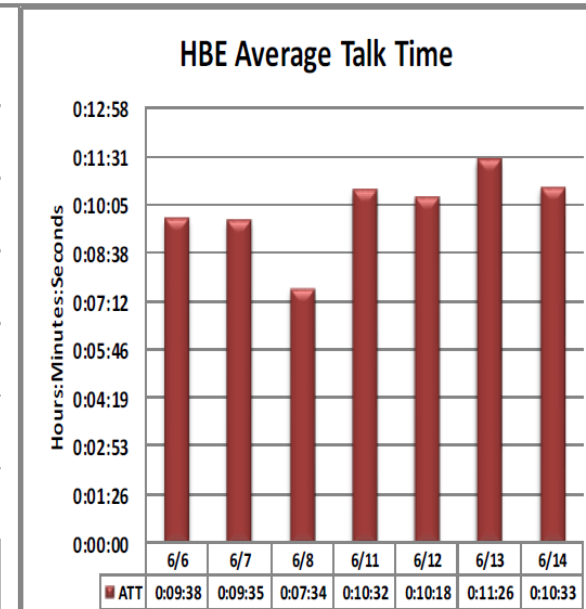
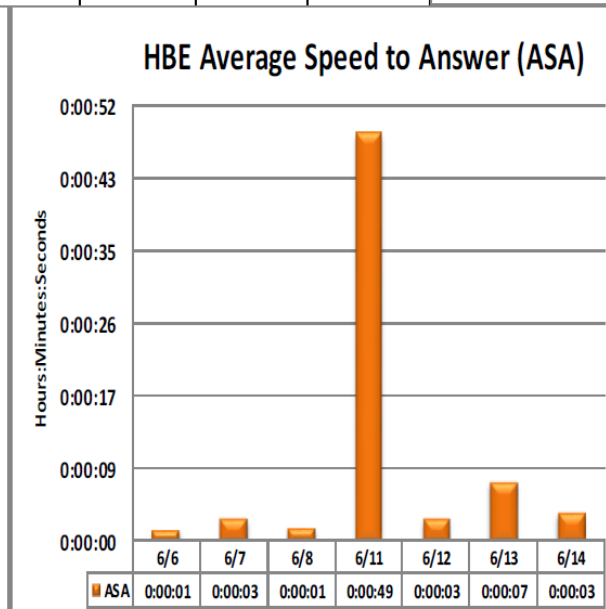
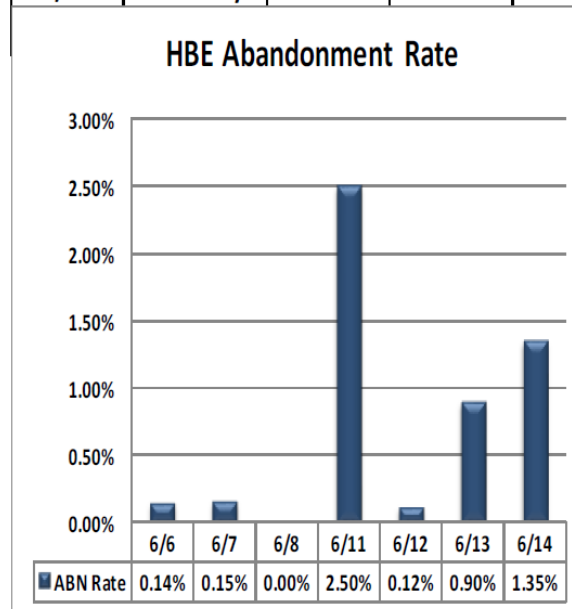
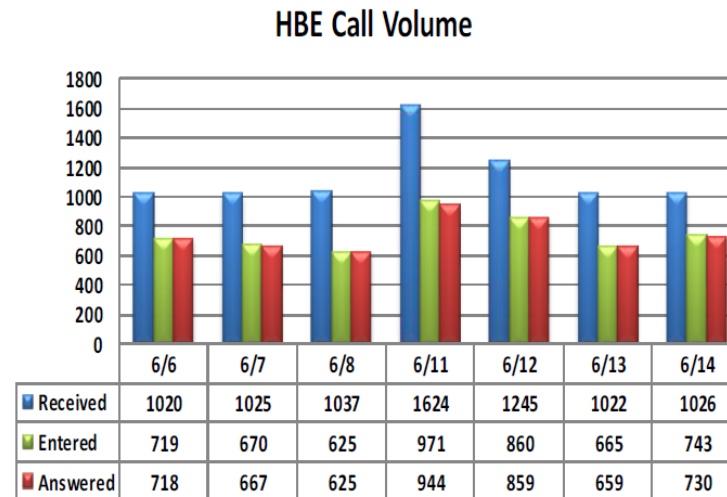
Backlog	
RFI & Task	1,169
Task / No RFI	92

- Federal guidelines provide 45 days to process Medicaid applications. Kentucky internally tracks progress based on 30 day schedule from program application
- Backlog is roughly less than one day of normal work

HBECC 7 day Rolling Trend



Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandon Rate	Average Speed of Answer ASA
6/6	Wednesday	1020	719	718	0:09:38	0.14%	0:00:01
6/7	Thursday	1025	670	667	0:09:35	0.15%	0:00:03
6/8	Friday	1037	625	625	0:07:34	0.00%	0:00:01
6/11	Monday	1624	971	944	0:10:32	2.50%	0:00:49
6/12	Tuesday	1245	860	859	0:10:18	0.12%	0:00:03
6/13	Wednesday	1022	665	659	0:11:26	0.90%	0:00:07
6/14	Thursday	1026	743	730	0:10:33	1.35%	0:00:03

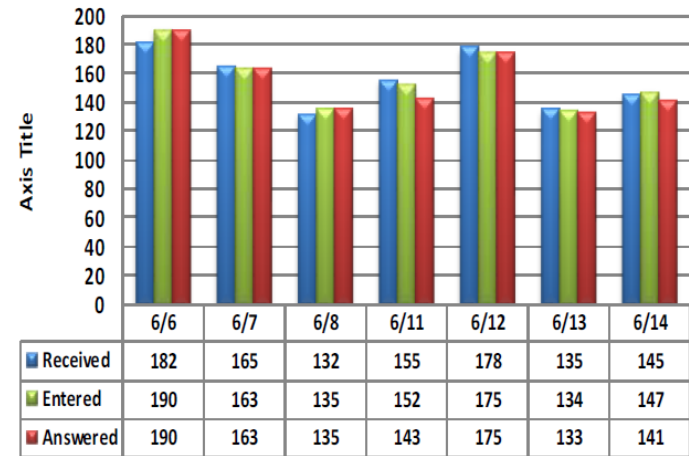


Support Professional 7 day Rolling Trend

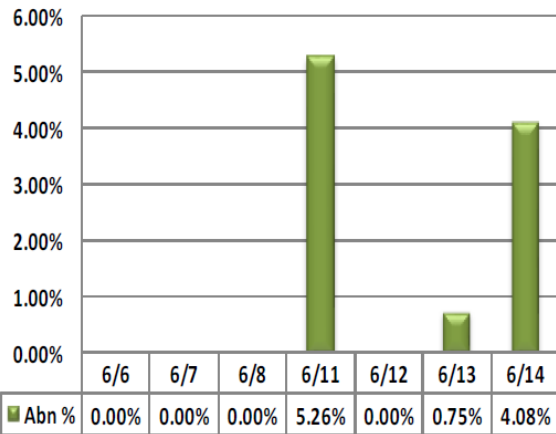


Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandon Rate	Average Speed of Answer ASA
6/6	Wednesday	182	190	190	0:05:35	0.00%	0:00:01
6/7	Thursday	165	163	163	0:05:45	0.00%	0:00:01
6/8	Friday	132	135	135	0:05:16	0.00%	0:00:01
6/11	Monday	155	152	143	0:05:56	5.26%	0:00:07
6/12	Tuesday	178	175	175	0:05:25	0.00%	0:00:01
6/13	Wednesday	135	134	133	0:07:19	0.75%	0:00:04
6/14	Thursday	145	147	141	0:06:31	4.08%	0:00:05

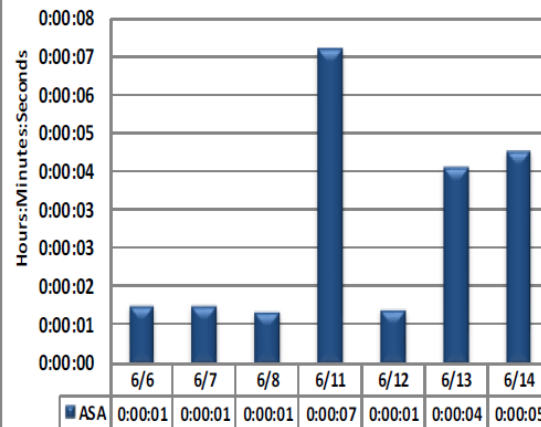
HBE Support Professional Call Volume



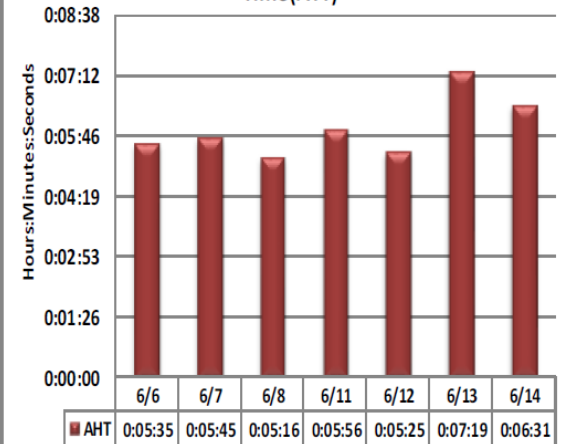
HBE Support Professional Abandonment Rate



HBE Support Professional Average Speed of Answer (ASA)



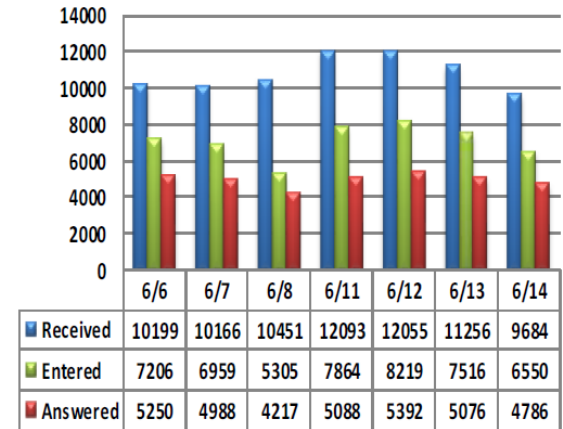
HBE Support Professional Average Talk Time (ATT)



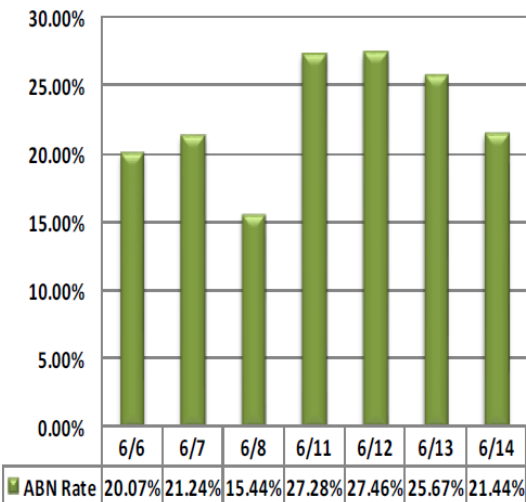
DCBS 7 day Rolling Trend

Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandon Rate	Average Speed of Answer ASA	Fast Busy
6/6	Wednesday	10199	7206	5250	0:13:02	20.07%	0:11:34	0
6/7	Thursday	10166	6959	4988	0:13:27	21.24%	0:12:35	0
6/8	Friday	10451	5305	4217	0:11:23	15.44%	0:07:50	0
6/11	Monday	12093	7864	5088	0:13:04	27.28%	0:23:23	12199
6/12	Tuesday	12055	8219	5392	0:13:11	27.46%	0:18:48	2410
6/13	Wednesday	11256	7516	5076	0:13:03	25.67%	0:15:33	224
6/14	Thursday	9684	6550	4786	0:12:53	21.44%	0:11:11	0

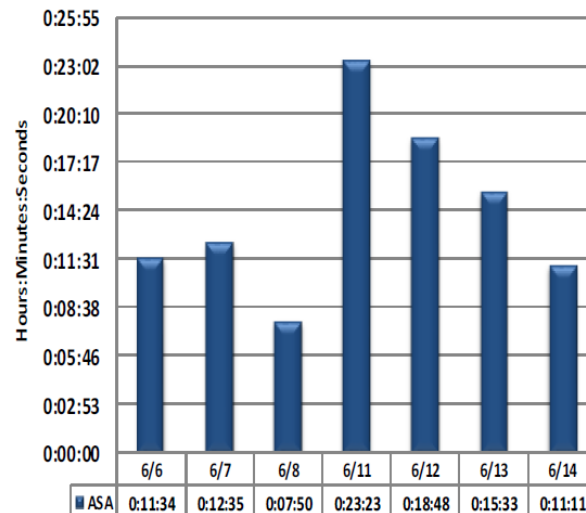
DCBS Call Volume



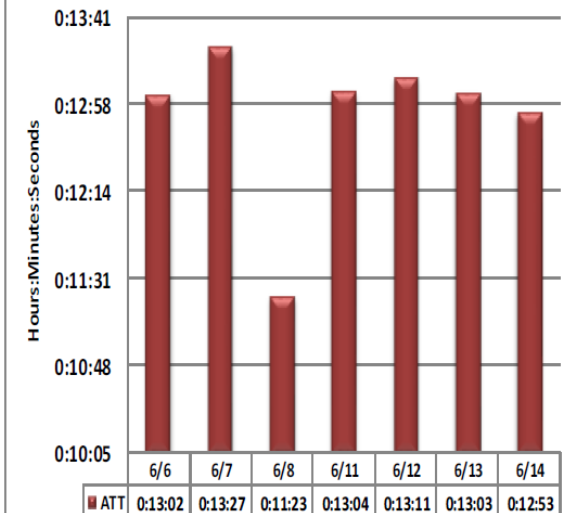
DCBS Abandonment Rate



Average Speed to Answer

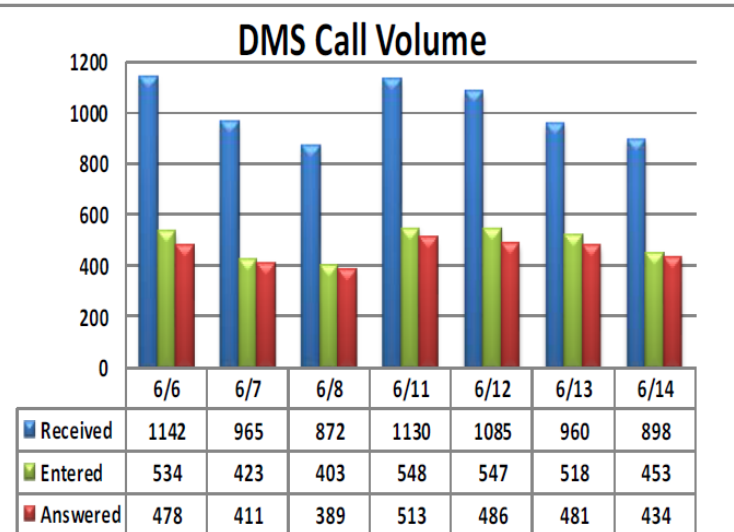


DCBS Average Talk Time

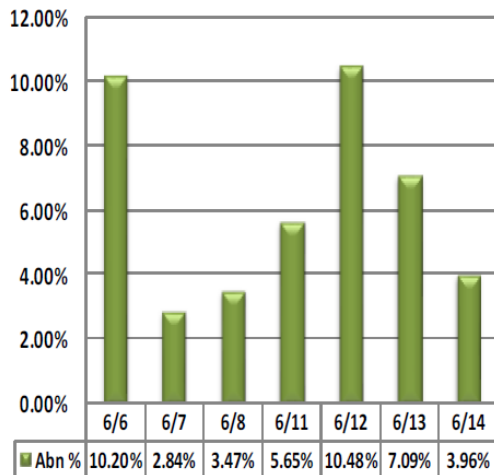


DMS 7 day Rolling Trend

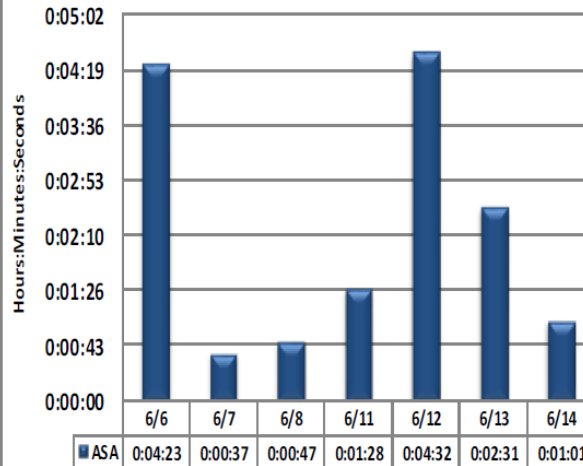
Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandonment Rate	Average Speed of Answer ASA
6/6	Wednesday	1142	534	478	0:05:41	10.20%	0:04:23
6/7	Thursday	965	423	411	0:04:50	2.84%	0:00:37
6/8	Friday	872	403	389	0:04:46	3.47%	0:00:47
6/11	Monday	1130	548	513	0:04:52	5.65%	0:01:28
6/12	Tuesday	1085	547	486	0:04:40	10.48%	0:04:32
6/13	Wednesday	960	518	481	0:05:24	7.09%	0:02:31
6/14	Thursday	898	453	434	0:04:44	3.96%	0:01:01



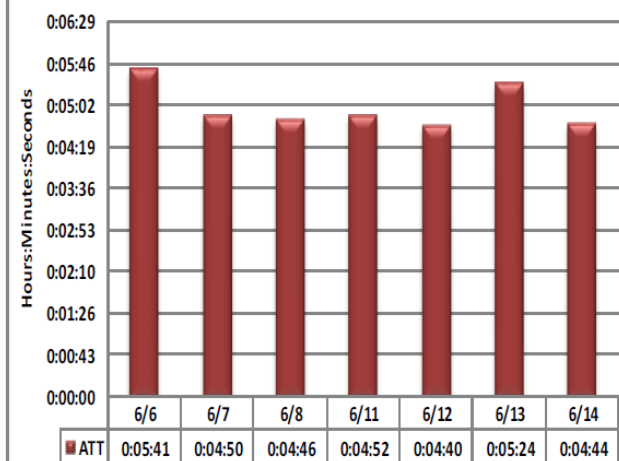
DMS Abandonment Rate



DMS Average Speed of Answer (ASA)



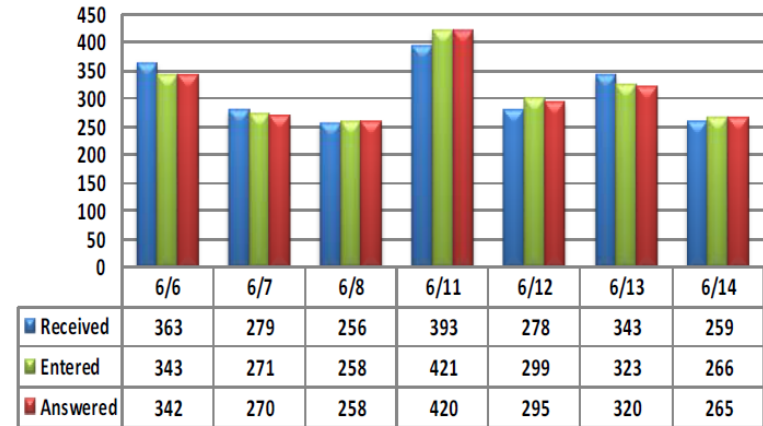
DMS Average Talk Time



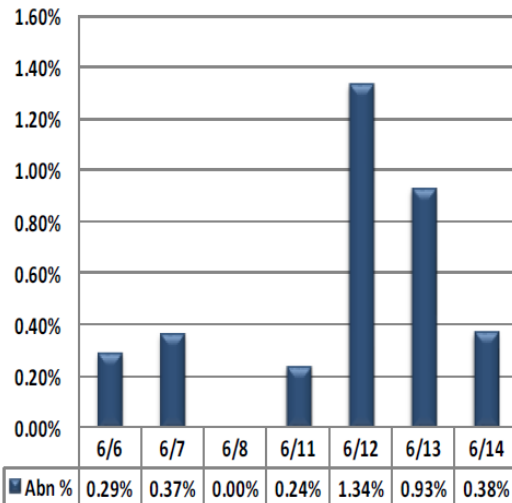
DMS Managed Care

Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandon Rate	Average Speed of Answer ASA
6/6	Wednesday	363	343	342	0:06:43	0.29%	0:00:07
6/7	Thursday	279	271	270	0:06:49	0.37%	0:00:01
6/8	Friday	256	258	258	0:05:45	0.00%	0:00:05
6/11	Monday	393	421	420	0:06:27	0.24%	0:00:08
6/12	Tuesday	278	299	295	0:06:52	1.34%	0:00:03
6/13	Wednesday	343	323	320	0:06:37	0.93%	0:00:17
6/14	Thursday	259	266	265	0:06:44	0.38%	0:00:01

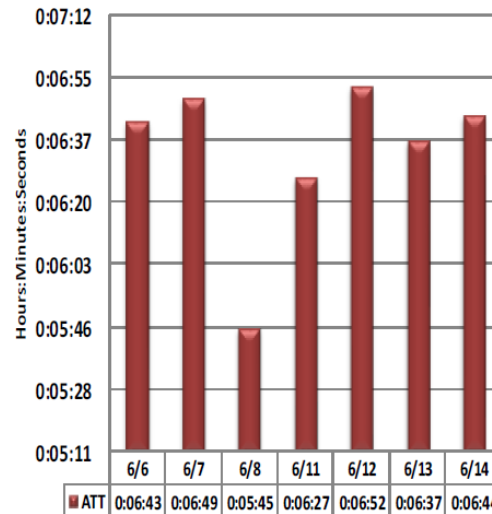
Managed Care Queue



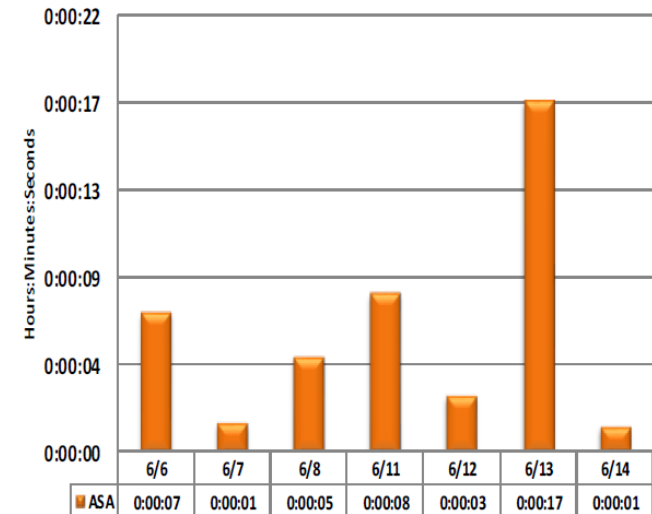
Abandonment Rate



Average Talk Time



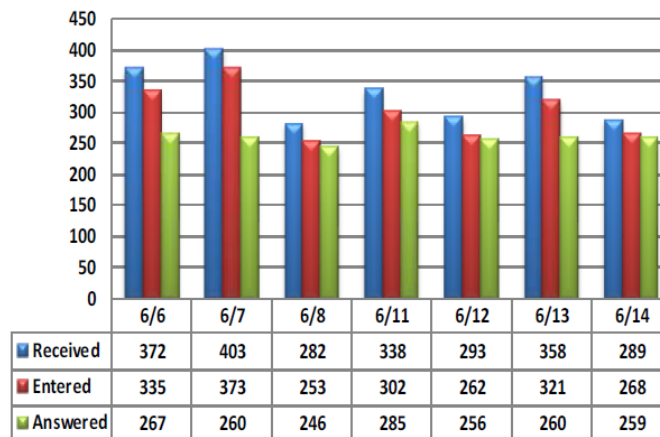
Average Speed to Answer



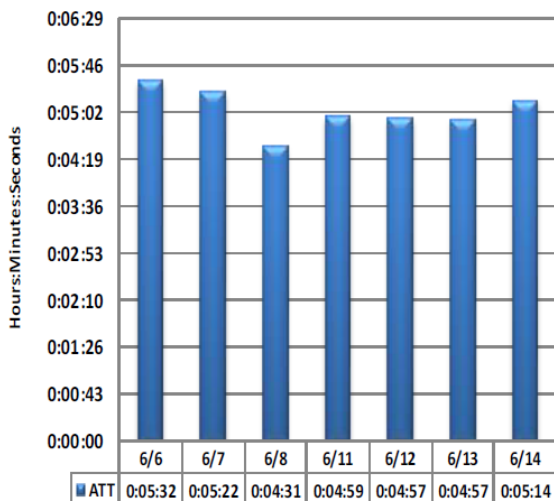
DMS Provider Enrollment

Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandonment Rate	Average Speed of Answer ASA
6/6	Wednesday	372	335	267	0:05:32	18.68%	0:07:15
6/7	Thursday	403	373	260	0:05:22	17.65%	0:11:16
6/8	Friday	282	253	246	0:04:31	2.75%	0:01:02
6/11	Monday	338	302	285	0:04:59	5.56%	0:01:48
6/12	Tuesday	293	262	256	0:04:57	2.25%	0:01:19
6/13	Wednesday	358	321	260	0:04:57	15.82%	0:09:19
6/14	Thursday	289	268	259	0:05:14	3.32%	0:01:32

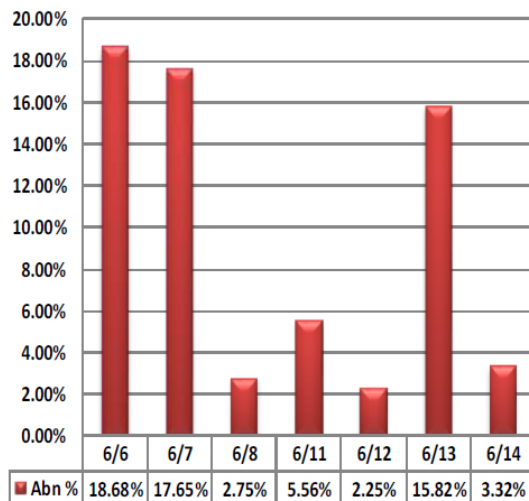
DMS Provider Enrollment



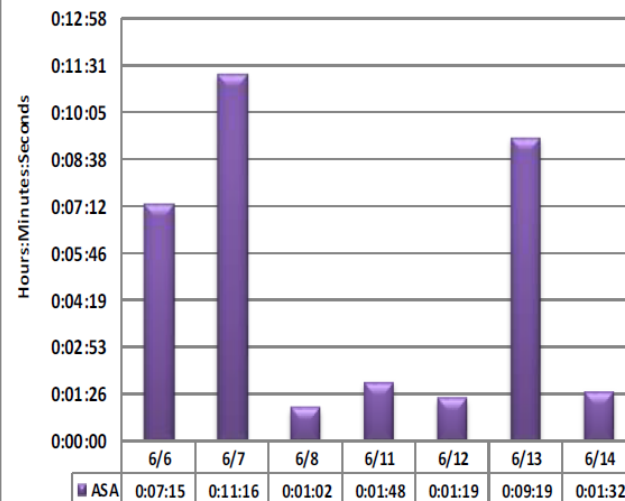
Average Talk Time



Abandonment Rate



Average Speed to Answer



Partner Portal & Medicaid Waiver Management

Date	Day	Calls that Entered Q	Total Calls Handled by CSR	Average Talk Time	Abandonment Rate	Average Speed of Answer ASA
6/6	Wednesday	76	76	0:04:34	0.00%	0:00:09
6/7	Thursday	52	52	0:06:28	0.00%	0:00:09
6/8	Friday	50	49	0:05:49	2.00%	0:00:10
6/11	Monday	73	73	0:05:43	0.00%	0:00:25
6/12	Tuesday	64	61	0:05:51	4.69%	0:00:14
6/13	Wednesday	65	62	0:06:32	4.62%	0:00:14
6/14	Thursday	39	39	0:06:24	0.00%	0:00:16

