

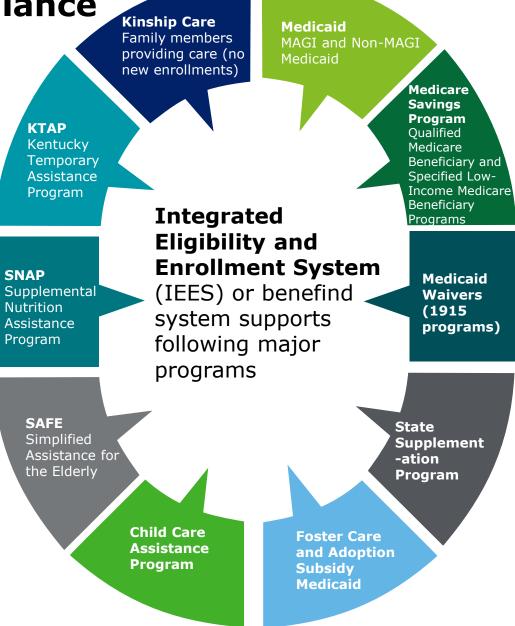
## benefind Program Updates: An update on the progress of Kentucky's Integrated Eligibility and Enrollment System (IEES)

June 19, 2018

### **Benefind/IEES** at a Glance

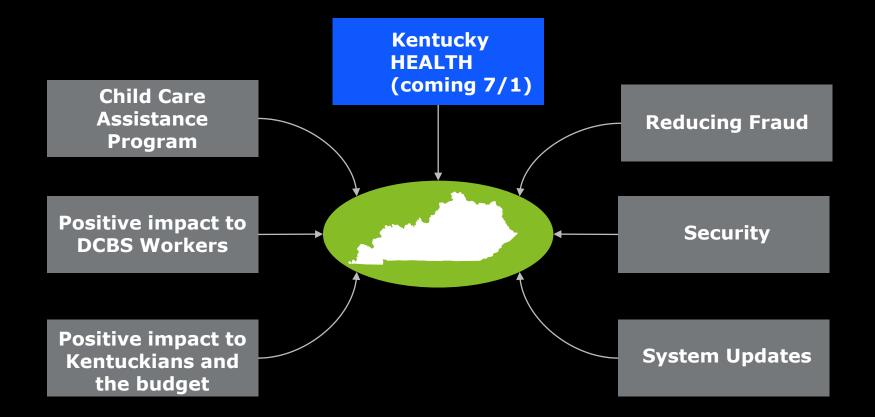
The benefind solution or Integrated Eligibility and Enrollment System (IEES) provides Medicaid benefits to over 1.4 million residents of Kentucky and delivers over 1 billion dollars in SNAP and KTAP benefits processed every year.

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
КТАР	\$ 3,651,083
State Supplementation	\$ 1,390,825
SAFE	\$ 591,970
SNAP	\$ 71,363,440
Medicaid Pro	gram 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 4<sup>th</sup> 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	In H	ours	In Days				
	May 2018	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 Days0.90						

#### • Less than one day on average to process tasks.

DCBS Filled Positions				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

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

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

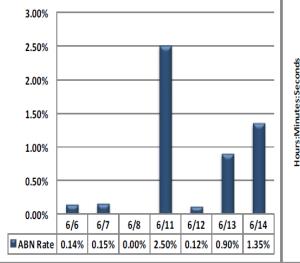
- Federal guidelines provide 45 days to process Medicaid applications. Kentucky internally tracks progress based on 30 day schedule from program application
- Backlog is roughly less than one day of normal work

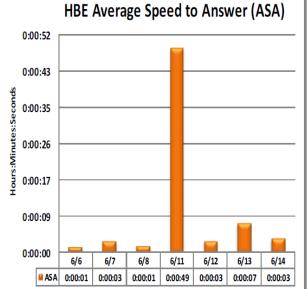
## HBECC 7 day Rolling Trend

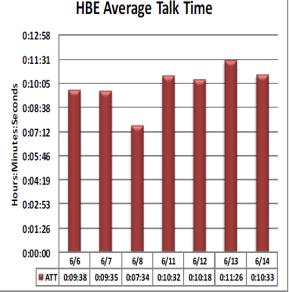


Day ednesday	Call Received by IVR 1020	Calls that Entered Q's 719	Total Calls Handled by CSR 718	Talk Time	Abandon Rate	Speed of Answer ASA	1800 1600 1400 1200							
dnesday					Rate	ASA	I							
	1020	719	718				1200							
			/10	0:09:38	0.14%	0:00:01	1000 - 800 -			<b>*</b>				
nursday	1025	670	667	0:09:35	0.15%	0:00:03	600						-	-
Friday	1037	625	625	0:07:34	0.00%	0:00:01	400 200							
/londay	1624	971	944	0:10:32	2.50%	0:00:49	0	6/6	6/7	6/8	6/11	6/12	6/13	6/14
uesday	1245	860	859	0:10:18	0.12%	0:00:03	Received	1020	1025	1037	1624	1245	1022	1026
ednesday	1022	665	659	0:11:26	0.90%	0:00:07	Entered	719	670	625	971	860	665	743
nursday	1026	743	730	0:10:33	1.35%	0:00:03	Answered	718	667	625	944	859	<mark>6</mark> 59	730
ue edr	, sday nesday	sday 1245 nesday 1022	sday 1245 860 nesday 1022 665	sday 1245 860 859 nesday 1022 665 659	sday 1245 860 859 0:10:18 nesday 1022 665 659 0:11:26	sday 1245 860 859 0:10:18 0.12% nesday 1022 665 659 0:11:26 0.90%	sday      1245      860      859      0:10:18      0.12%      0:00:03        nesday      1022      665      659      0:11:26      0.90%      0:00:07	sday      1245      860      859      0:10:18      0.12%      0:00:03        nesday      1022      665      659      0:11:26      0.90%      0:00:07	sday      1245      860      859      0:10:18      0.12%      0:00:03      Image: Received      1020        nesday      1022      665      659      0:11:26      0.90%      0:00:07      Image: Received      1020	sday      1245      860      859      0:10:18      0.12%      0:00:03      Received      1020      1020      1025        nesday      1022      665      659      0:11:26      0.90%      0:00:07      Entered      719      670	sday    1245    860    859    0:10:18    0.12%    0:00:03    Image: Received for the section of the s	sday    1245    860    859    0:10:18    0.12%    0:00:03    800	sday    1245    860    859    0:10:18    0.12%    0:00:03      nesday    1022    665    659    0:11:26    0.90%    0:00:07    Entered    719    670    625    971    860	sday    1245    860    859    0:10:18    0.12%    0:00:03      nesday    1022    665    659    0:11:26    0.90%    0:00:07    Image: Constraint of the second

#### HBE Abandonment Rate





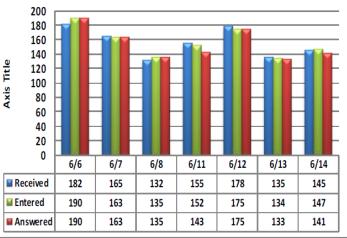


#### Support Professional 7 day Rolling Trend

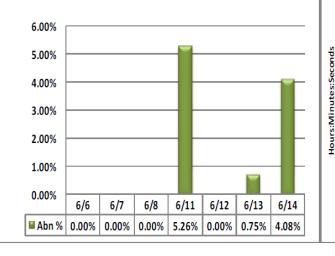


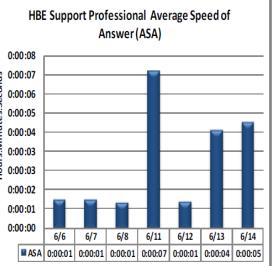
Date	Day	Call Received by IVR	Calls that Entered Q's	Total Calls Handled by CSR	Average Talk Time	Abandon Rate	Average Speed of Answer ASA	200 180 160 140	Supp	oort P	ro
6/6	Wednesday	182	190	190	0:05:35	0.00%	0:00:01	₽ 120 100			
6/7	Thursday	165	163	163	0:05:45	0.00%	0:00:01	08 Axis			
6/8	Friday	132	135	135	0:05:16	0.00%	0:00:01	60 40			
6/11	Monday	155	152	143	0:05:56	5.26%	0:00:07	20 0			
6/12	Tuesday	178	175	175	0:05:25	0.00%	0:00:01	Receive d	6/6 182	6/7 165	
6/13	Wednesday	135	134	133	0:07:19	0.75%	0:00:04	Entered	190	163	$\square$
6/14	Thursday	145	147	141	0:06:31	<b>4.08%</b> ्	0:00:05	Answered	190	163	

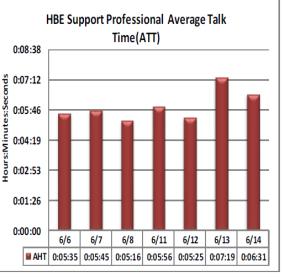
#### **HBE Support Professional Call Volume**







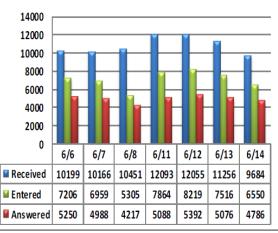




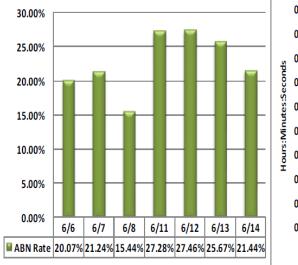
### DCBS 7 day Rolling Trend

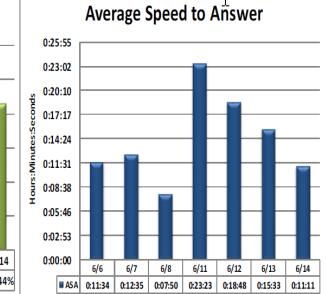
						Average	
	Call		Total Calls			Speed of	
	Received	Calls that	Handled by	Average Talk	Abandon	Answer	Fast
Day	by IVR	Entered Q's	CSR	Time	Rate	ASA	Busy
Wednesday	10199	7206	5250	0:13:02	20.07%	0:11:34	0
Thursday	10166	6959	4988	0:13:27	21.24%	0:12:35	0
Friday	10451	5305	4217	0:11:23	15.44%	0:07:50	0
Monday	12093	7864	5088	0:13:04	27.28%	0:23:23	12199
Tuesday	12055	8219	5392	0:13:11	27.46%	0:18:48	2410
Wednesday	11256	7516	5076	0:13:03	25.67%	0:15:33	224
Thursday	9684	6550	4786	0:12:53	<b>21.44%</b>	0:11:11	0
	Wednesday Thursday Friday Monday Tuesday Wednesday	ReceivedDayby IVRWednesday10199Thursday10166Friday10451Monday12093Tuesday12055Wednesday11256	Received by IVRCalls that by IVRDayby IVREntered Q'sWednesday101997206Thursday101666959Friday104515305Monday120937864Tuesday120558219Wednesday112567516	Received by IVRCalls that by IVRHandled by CCSRWednesday1019972065250Thursday1016669594988Friday1045153054217Monday1209378645088Tuesday1205582195392Wednesday1125675165076	Received by IVRCalls that Entered Q'sHandled by CSRAverage Talk TimeWednesday101997206525000:13:02Thursday10166695949880:13:27Friday10451530542170:11:23Monday12093786450880:13:04Tuesday12055821953920:13:11Wednesday11256751650760:13:03	Received by IVRCalls that Entered Q'sHandled by CSRAverage Talk TimeAbandon RateWednesday10199720652500:13:0220.07%Thursday10166695949880:13:2721.24%Friday10451530542170:11:2315.44%Monday12093786450880:13:0427.28%Tuesday12055821953920:13:1127.46%Wednesday11256751650760:13:0325.67%	CallTotal CallsTotal CallsSpeed ofReceivedCalls thatHandled byAverage TalkAbandonAnswerDayby IVREntered O'sCSRTimeRateASAWednesday10199720652500:13:0220.07%0:11:34Thursday10166695949880:13:2721.24%0:12:35Friday10451530542170:11:2315.44%0:07:50Monday12093786450880:13:0427.28%0:23:23Tuesday1255821953920:13:1127.46%0:18:48Wednesday11256751650760:13:0325.67%0:15:33

#### DCBS Call Volume

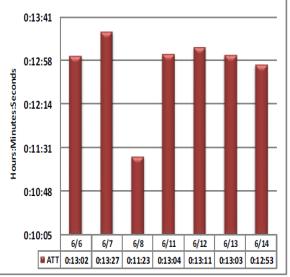


#### **DCBS Abandonment Rate**





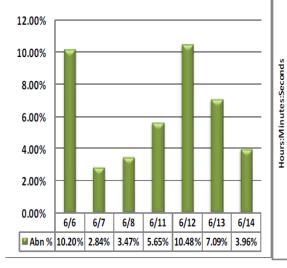
#### DCBS Average Talk Time

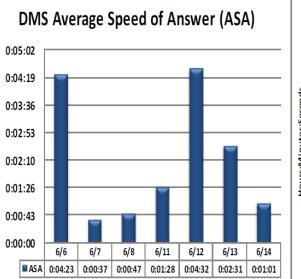


### DMS 7 day Rolling Trend

							Average	DMS Call Volume							
		Call		Total Calls			Speed of	1	Ĭ			<b>-</b>	<b>*</b>		
		Received	Calls that	Handled by	Average	Abandonm	Answer	800		Ĭ	<b>*</b>			Ĭ	<b>*</b>
Date	Day	by IVR	Entered Q's	CSR	Talk Time	ent Rate	ASA	600							
6/6	Wednesday	1142	534	478	0:05:41	10.20%	0:04:23	400							
6/7	Thursday	965	423	411	0:04:50	2.84%	0:00:37	200							
6/8	Friday	872	403	389	0:04:46	3.47%	0:00:47	0							
6/11	Monday	1130	548	513	0:04:52	5.65%	0:01:28		6/6	6/7	6/8	6/11	6/12	6/13	6/14
6/12	Tuesday	1085	547	486	0:04:40	10.48%	0:04:32	Received	1142	965	872	1130	1085	960	898
6/13	Wednesday	960	518	481	0:05:24	7.09%	0:02:31	Entered Answered	534 478	423	403 389	548 513	547 486	518 481	453 434
6/14	Thursday	898	453	434	0:04:44	3.96%	0:01:01	Answered	770	711	305	515	100	401	737

#### **DMS Abandonment Rate**





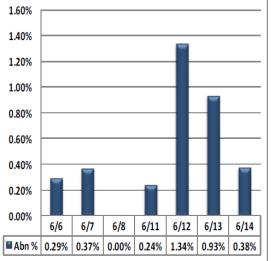
#### 0:06:29 0:05:46 Hours:Minutes:Seconds 0:05:02 0:04:19 0:03:36 0:02:53 0:02:10 0:01:26 0:00:43 0:00:00 6/6 6/7 6/8 6/11 6/12 6/13 6/14 ATT A 0:05:41 0:04:50 0:04:46 0:04:52 0:04:40 0:05:24 0:04:44

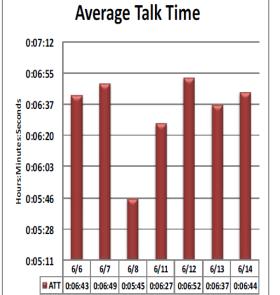
DMS Average Talk Time

## DMS Managed Care

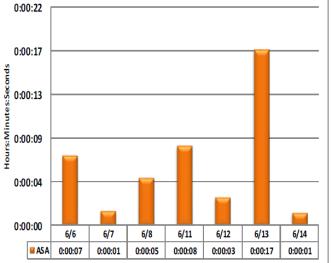
		Call	Calls that	Total Calls			Average Speed of	450		Mana	aged Ca	are Qu	eue		
		Received	Entered	Handled by	Average	Abandon	Answer	400	-						
Date	Day	by IVR	Q's	CSR	Talk Time	Rate	ASA	350 300							
6/6	Wednesday	363	343	342	0:06:43	0.29%	0:00:07	250 200							
6/7	Thursday	279	271	270	0:06:49	0.37%	0:00:01	150							
6/8	Friday	256	258	258	0:05:45	0.00%	0:00:05	100 50							
6/11	Monday	393	421	420	0:06:27	0.24%	0:00:08	0	6/6	6/7	6/8	6/11	6/12	6/13	6/14
6/12	Tuesday	278	299	295	0:06:52	1.34%	0:00:03	Received	363	279	256	393	278	343	259
6/13	Wednesday	343	323	320	0:06:37	0.93%	0:00:17	Entered 🖬	343	271	258	421	299	323	266
6/14	Thursday	259	266	265	0:06:44	0.38%	0:00:01	Answered	342	270	258	420	295	320	265

#### **Abandonment Rate**





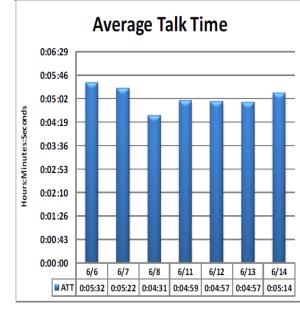
#### Average Speed to Answer

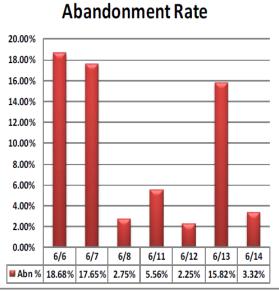


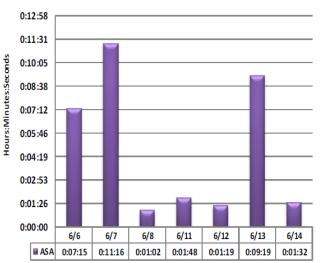
### DMS Provider Enrollment

		Call	Calls that	Total Calls			Average		DN	IS Pro	vider	Enro	llmen	t
		Received	Entered	Handled	Average	Abandonment	Speed of	450 400						_
Date	Day	by IVR	Q's	by CSR	Talk Time	Rate	Answer ASA	350						
6/6	Wednesday	372	335	267	0:05:32	18.68%	0:07:15	300 250						
6/7	Thursday	403	373	260	0:05:22	17.65%	<b>0:11:16</b>	200						
6/8	Friday	282	253	246	0:04:31	2.75%	0:01:02	150 100						
6/11	Monday	338	302	285	0:04:59	5.56%	0:01:48	50						
6/12	Tuesday	293	262	256	0:04:57	2.25%	0:01:19	Receive d	6/6 372	6/7 403	6/8 282	6/11 338	6/12 293	6,
6/13	Wednesday	358	321	260	0:04:57	15.82%	0:09:19	Entered	372	373	253	302	293	3
6/14	Thursday	289	268	259	0:05:14	3.32%	0:01:32	Answered	267	260	246	285	256	2

#### 6/13 6/14 358 289 321 268 260 259



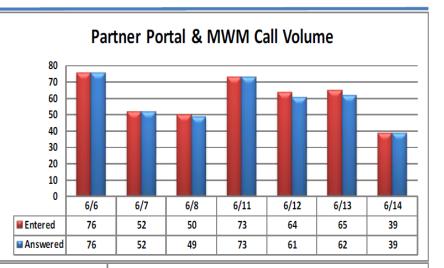




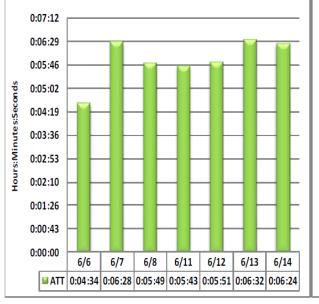
#### Average Speed to Answer

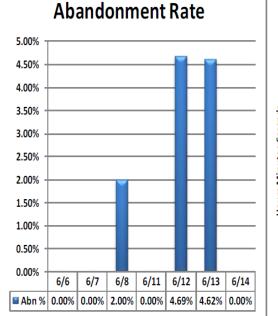
### Partner Portal & Medicaid Waiver Management

						Average
			<b>Total Calls</b>	Average		Speed of
		Calls that	Handled	Talk	Abandonm	Answer
Date	Day	Entered Q	by CSR	Time	ent Rate	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	<b>4.69%</b>	<b>0:00:</b> "7
6/13	Wednesday	<mark>65</mark>	62	0:06:32	4.62%	0:00:14
6/14	Thursday	39	39	0:06:24	0.00%	0:00:16



#### Average Talk Time





#### Average Speed to Answer

