TODAY’S PRESENTATION

☐ About The Department of Human Services
  ☐ What does the Department of Human Services do?
  ☐ How are we transforming DHS?

☐ Business Process Redesign

☐ UHIP Implementation

☐ Medicaid Enrollment Improvements

☐ Your Questions & Answers
What We Do

DHS Divisions & Programs

- Office of Child Support Services
- Office of Rehabilitation Services
- Division of Veterans Affairs
- Division of Elderly Affairs
- Office of Community Services
Our Priorities…

OUR GOALS ON THE PATH TO TRANSFORMATION

- Improve efficiency of DHS programs and divisions
- Improve customer experience, on the phone and in the office
- Successfully implement UHIP customer service system
- Reduce error rates for SNAP and RI works
- Complete and implement RI Works redesign
- Establishing a continuous improvement culture
BPR HAS HELPED US PROVIDE BETTER SERVICE

- With BPR, we have achieved **same-day service**—for all clients, whether lobby, non-lobby—by applying a “First Contact Resolution System” in our field offices.

- Our BPR includes **cross-training** of staff to broaden capacity, and **leadership training** for supervisors to manage a new, task-based environment.

- And, our BPR calls for **new software tools** to foster consistent processes.

- Our redesign in business process will serve as the foundation for an integrated eligibility system, **serving all DHS customer groups**.
BENEFITS OF BPR, FOR OUR CUSTOMERS AND STAFF

- **Low-income families** and individuals will receive improved services and enjoy streamlined access.
- Our agency’s efficiency and **work environment** for staff continues to improve.
- Data driven management tools will improve our **workload management** in field offices, for more effective cross-enrollment and more timely, and accurate, eligibility decisions.
- These changes will improve **customer satisfaction**, by reducing application processing time, improving the accuracy of eligibility determinations and reducing wait times in our field offices.
Declining Wait Times in 2015
Improved Customer Experience

RI DHS Wait Times and Case Volumes

- Lobby Cases
- Non Lobby Cases
- Lobby Wait
- Non Lobby Wait
UHIP Overview

Health Insurance Exchange (Phase 1) and Integrated Eligibility system (Phase 2) as one unified platform

Technology
Consolidated, integrated, State Based Exchange, Self Service for Human Services Programs, and Integrated Eligibility

Programs
- MAGI Medicaid, QHP/APTC, Traditional Medicaid, CHIP, SNAP, RI Works, Child Care,
- General Public Assistance, State Supplemental Payments

Clients
Executive Office of Health Human Services, Department of Human Services, Health Source RI, Department of Administration & Department of Information Technology

About 100 HSRI Contact Center Representatives, 400+ Field Staff and Admins, 300,000+ Customer Accounts

Users
What is UHIP?

- **Common names:** UHIP, “Phase 2”, Integrated Eligibility System (IES), RIBridges.

- UHIP is a multi-agency eligibility system developed for the Executive Office of Health and Human Services, the Department of Human Services, and Health Source Rhode Island.

- This system will streamlines services and benefits to all customer groups, using the “No Wrong Door” approach—a philosophy to serve customers wherever in the system we encounter them.
Eligibility System

Apply for Health Coverage and Human Service Programs

ENROLLMENT
UHIP will provide secure Internet access to Department of Human Services application forms and reports—24 hours a day, 7 days a week, allowing Rhode Island Residents to electronically apply for and report changes in the following programs:

- **Cash Assistance** (RIW. Refugee Cash Assistance, GPA Bridge/Hardship)
- **Child Care**
- **Food Assistance** (SNAP)
- **Medicaid**
- **Funeral/Burial Assistance**
- **State Supplement Program**
Customers will be able to:

- View their benefit status online
- Grant case viewing permissions online to any case member

Customers of DHS programs will be able to:

- View correspondence from RIBridges electronically
- Receive e-mail notifications, if they choose, when new correspondence is generated.
- View benefit status from the two previous months, the current month, and the future month.

Customers may file annual, semi-annual, and mid-certification redeterminations online
MEDICAL ASSISTANCE APPLICATION PROCESS

When customers walk into a DHS field office requesting Medical Assistance, they are referred to the UHIP worker who does one of three things:

1) Directs the customer to the self-service computer in the office, to complete an online application.

2) If the customer has a completed paper application, DHS staff enters the application into UHIP and process the application.

3) May direct the customer to the Contact Center through the 1-800 number.
Plans to Enhance Medicaid Enrollment Services

ENHANCEMENTS TO MEDICAID ENROLLMENT

- Pilot Program in Providence to facilitate Dual Enrollment in RIWorks and Medicaid
- Additional Staff for Medical Assistance
- Develop Additional HSRI/DHS Coordination
- Provide DHS Staff UHIP Training to Assist with Medicaid Enrollment
- “No Wrong Door” Policy — Agency Coordination
- Expand Telephone Response Capacity at DHS
Your Questions & Answers