State of Vermont

Department of Vermont Health Access
Integrated Eligibility & Enrollment Program

Project Charter

Enterprise Content Management

Charter

Enterprise Content Management

Background

Problem

The primary vision of the IE&E Program is to ensure efficient service delivery that lowers administrative costs, streamlines processes, and ensures the cost of system maintenance is sustainable over time. More specifically, the IE&E system should facilitate a simple, user-friendly experience that allows the customer to maintain continuous benefits, services, or health coverage, especially during critical life transitions. In addition, it should enable staff to serve Vermonters efficiently and effectively by maximizing focus on Case Management and Customer Service.

Currently, Vermont eligibility and enrollment staff utilize two enterprise content management (ECM) systems for scanning, indexing, workflow and viewing Vermonters' documentation and notices. This leads to operational inefficiencies, unnecessary maintenance & operations costs, and difficulty coordinating enrollee documentation across programs. In addition, Oracle WebCenter, the ECM system utilized by Vermont Health Connect, is expensive to maintain, not extensible over time, and is incompatible with associated system upgrades.

Application Documentation Processing Center (ADPC) staff are responsible for working in multiple ECM systems daily. This creates unnecessary complexity for ADPC staff/management and creates challenges in onboarding, training, process documentation, and quality assurance. WebCenter's shortcomings also result in additional processing time for each task.

Health Access Eligibility & Enrollment Unit staff also have to work manage document processing in two different systems, depending on the population they serve. Vermonters enrolled in Qualified Health Plans or Medicaid for Children and Adults are served by WebCenter, while those who are enrolled in Medicaid for the Aged Blind and Disabled are served through OnBase. Because of the complexities of these systems, staff are not effectively cross-trained, making it difficult to coordinate eligibility and enrollment determinations across programs. Due to this limitation, there is risk of to the quality of eligibility determinations made by staff.

Partners

Executive Sponsor: Cassandra Madison
Product Owner: Brittney Richardson
Project Manager: Kenan Nurkanovic
Project Sponsor: Athanasia Boskailo
ADPC Representative: Tammy Sink
Procurement Representative: N/A
OCM Representative: Devon Downing
Business Application Specialist: Kevin Pecor

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Technical Lead: Nouha Mehio

Vision

To utilize one system to scan, index, manage workflow, and view Vermonters' documentation and notices.

By utilizing only one system, ECM will create a streamlined experience and processes for staff that is user-friendly and more efficient for the State to maintain. Training, documentation, and processes will be easier and faster resulting in less confusion and improved quality.

Goals Use SMART measures: Specific, Measurable, Attainable, Realistic, and Time-bound.

goal	measure(s)
Reduce operating expenses	Compare financial allotment before and after.
Reduce number of tools utilized in VT	Go from two ECM tools to one.
Improve staff ease of use	Survey staff before and after implementation about their experience and ease of use; Compare number of processes needed/used before and after implementation
Reduce data entry time	Compare data entry time before and after implementation.
Reduce training and documentation time for ADPC	Compare staff training time before and after implementation; Compare documentation cycle time before and after
Reduce client form redundancy	Compare number of forms in the one ECM tool

Scope

- Customers' self-service view of their own notices
- HAEEU management of workflow
- Single workflow for staff
- Determining whether transition is allowable with current M&O vendor

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Budget

Budgetary information can be found in Appendix A. Budget information is not made publicly available until project close-out due to ongoing procurement activities in the IE&E Program.

Timeline

Initiate project by	3/26/2018
Initiate Ops Readiness	8/1/2018
Complete/Implement Ops Readiness by	9/17/2018
Complete project by	10/1/2018

Charter Version History

Date	Description	Version
05/23/2018	Initial Draft	1.0
5/24/2018	Edits to template	2.0
6/4/2018	Edit to include Nouha as tech lead, naming as version 4 due to file naming confusion	4.0
6/4/2018	Updated signature page	4.1

Version 1.0 Signatures

Name	Role	Title	Signature
Cassandra Madison	Executive Sponsor & Steering Committee Chair	DVHA Deputy Commissioner	e-Signed by Cassandra Madison on 2018-06-04 21:02:17 GMT
Amy Marshall-Carney	IE&E Program Manager	IE&E Program Manager	e-Signed by Amy Marshall-Carney on 2018-06-05 00:25:13 GMT
Brittney Richardson	Product Owner	DVHA -VHC's Administrative Services Manager III	e-Signed by Brittney Richardson on 2018-06-05 12:25:55 GMT