



State of Florida
Department of Children and Families

Rick Scott
Governor

Mike Carroll
Secretary

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TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Suzanne Poirier, Chief, Technology & Project Management
(Signature on File)

SUBJECT: Medicaid Eligibility System (MES) Reports Changes

EFFECTIVE: December 11, 2017

This memorandum provides staff with information about changes in the Medicaid Eligibility System (MES) Reports System.

The changes will:

- Maintain a historical record of the worker's location at the time the work was completed. This will provide an accurate representation of the transactions performed for each region, circuit, admin, and unit location.
- Capture and display new data elements in specific Summary and Detail reports based on policy and business needs.
- Improve the user experience by removing the User Sign On error message.
- Enhance the performance of the MES Reports by implementing a purge and archive process, an automated inbox clean-up process, and separating various tabbed reports.
- Improve the load process that updates some AMS based reports to make the data available more frequently.

Changes that affect all reports:

1: This change will correctly capture the region, circuit, admin, and unit of the worker who completed the transaction at the point in time work was completed. Retaining point in time snapshots in history will allow staff and the unit, admin, circuit, and region to get credit for the work performed appropriately.

- If a worker's SMUM is updated to a new location, the system will retain transactions completed in the worker's prior unit, admin, circuit, and region location.

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- The system will feature a new input control allowing the user to view the transactions completed at the worker level, regardless of the region/circuit/admin/unit in which the work was completed, for the drill down level where the selection was made.

- In situations where a worker completes transactions for another unit, the system will attribute credit to where the worker resides, not where the work is located.

- If a worker does not have an assigned admin structure, the work will display in the region and circuit based on the FLORIDA SMUM screen data but the admin and unit will display all zeros.

2: This change will remove the footer that migrated from the Data and Reports system onto the MES reports. This was causing an error message to appear on all reports, which users had to click to get past.

3: This change will remove program codes MU (Presumptive Eligibility for Pregnant Women) and PE (Presumptive Eligibility cases completed by hospitals) from the Medicaid reports since they are not cases DCF eligibility staff process. PE cases will continue to display in the “Not in FLORIDA” region.

4: The reports database is currently storing all data since the inception of the MES Reports, which affects the overall reporting response time. This change will use the same criteria that is used for Data and Reports to archive MES data when it becomes 24 months old.

5: Staff are scheduling reports and letting them pile up in their inbox. Not deleting old reports is causing the server to fill up and subsequent performance problems for users. This change creates a monthly cleanup process to delete items that are 30 days old or greater. This will not impact reports saved as Favorites.

6: This change creates a separate call center region that will include records from Jacksonville, Tampa and Miami Customer Call Centers in the MES Reports and on the CMU Production report in Data and Reports.

Changes that affect specific reports:

7: This change will modify the R94 and R95 Monthly Production Summary and Detail Reports to separate the regular Medicaid (those with a 30 or 45-day time standard) from the 90-day Medicaid cases. Three additional columns will be added to the reports to include Medicaid cases with a 90-day time standard.

8: This change will modify the R94 and R95 Monthly Production Summary and Detail Reports to exclude Medicaid AGs that do not require the interview from the average days to interview calculations. The excluded AGs are: MA R, MM C, MM I, MM P, MO Y, MR R, MA I, ME C, ME I, ML A, NA R, NM P, NR R, NO Y, NL A, MCFE, MCFN, NCFN and MN.

9: This change affects the R92 and R93 Clerical Summary and Detail Reports and the R94 and R95 Monthly Production Summary and Detail Reports. The data being pulled for the Quality Management System (QMS) section of the monthly production report is currently using data that only contains the initial review results. These reports will now use the adjusted review values (if any) when the case has been validated. The QMS columns will also exclude elements coded as "N/A".

10 and 11: These changes will add two columns in the R88 Work Due Summary Report and the R70 AMS Pending Work By Last Transaction Completed Summary Report. These columns will display pending expedited cases at day six and all other cases, except DDD cases, that are 29 days old.

12: The R71 AMS Pending Work By Last Transaction Completed Detail Report currently has the date that the driver was started, ASVR Date and Interview Date. This change will add five columns to display: Interview Completed By; Driver Started By; Driver Completed Date; Driver Completed By; and ASVR Completed By.

13: This change will add three columns to the R62 AMS Transactions Summary Report to show the % of Interviews Completed; % of Drivers Timely; and Total Transactions.

14 and 15: These changes will add a column to the R79 Pending Sanctions Detail Report for Food Stamp Employment and Training (FSET) sanction lifts to display the sanction begin date from the AOIE "Work" field. Another column will be added called the Sanction Trans Name, which will include DECS (Child Support), DEPI (Project Independence), DELS (lift sanctions) and DEHS (high school).

16: This change will separate two of the tabbed reports into separate reports. The Transaction Tabbed Summary Report will be displayed in two separate reports: the R60 FLORIDA Transactions Summary Report and the R62 AMS Transactions Summary Report. The Open Assistance Groups Tabbed Report will be displayed in three separate reports: the R52 Open Assistance Groups Summary Report (By Case Location); R54 Open Assistance Groups Summary Report (By Zip Code); and R56 Open Assistance Groups Summary Report (By Client Location).

Regional Program Office staff may contact Eileen Schilling at Eileen.Schilling@myflfamilies.com for system-related questions.

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