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| Communications/Web (CW) Lead: Nora Strang, Team Members: Sheila Ichita, Fran McBride | | | | | | | | | | | | | |
| CW | LD  Website usability |  | Make website more user friendly | Re-design website to be more clear for consumers | | | AH – LD | |  | |  |  |  |
| CW | MB 1 |  | Explain EIP and EHIP insurance | | Insurance 101 with welcome letter | Mark | |  | |  | |  |  |
| CW | NS 3 |  | Confusion over EHIP/EIP name | | Change EHIP name; EIP also wants to change name | Nora | |  | |  | |  |  |

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| Contract (C) Lead: Abby Gilliland, Team Members: Beth Crutsinger-Perry, Mark Baker, Tabitha Jensen | | | | | | | | | | | | |
| C | BCP |  | Lack of client info between EHIP/EIP | EHIP gets ACES access or HADS access | | BCP | |  | |  |  |  |
| C | JL 2 |  | Obtain summary of benefits | | Better one health port access | James |  | |  | |  |  |

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| Customer Service (CS) Lead: Abby Gilliland, Team Members: Christina James, Sheila Ichita, James Ludwig | | | | | | | | | |
| CS | AG |  | Getting clients their card back | Add cards back on letters |  |  |  |  |  |
| CS | AG |  | Adding dental to all letters | Add field to letter to include dental |  |  |  |  |  |
| CS | RA |  | Bottleneck of admin support staff receiving information | Increase staffing resources or develop a back up plan for activities. |  |  |  |  |  |
| CS | BCP  Have all apps be one-sided |  | Make all apps one-sided/ clients | Down fall – more paperwork/pages and use in postage |  |  |  |  |  |
| CS | MB from EHIP  EIP or insurance FAQ |  | Give clients more info on what each insurance agency does | EHIP to make FAQ form and ETP could include in client mailing | MB |  |  |  |  |
| CS | CJ Notify CM or client if app complete |  | Client/CM not knowing eligibility status | Notification | CJ |  |  |  |  |
| CS | Policy Issue #1 |  | Income verification   * + Definition of income – can income be old?   Asset searches |  |  |  |  |  |  |
| CS | Policy Issue #2 |  | Vehicle check  Definition of assets |  |  |  |  |  |  |
| CS | Policy Issue #3 |  | 1. Old vs. new income verification 300% / 2 months |  |  |  |  |  |  |

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| Information Technology (IT) Lead: Kevin Chandos, Team Members: Yuliya Zakarenko, Beth Crutsinger-Perry, Jon Choy, Martha Grimm | | | | | | | | | | | | |
| IT | KC  Correspondence (letters) |  | Creation of letters / Productivity | Business analysis of correspondence and create requirements for EFT development | |  | |  | |  |  |  |
| IT | MG |  | Weekly EHIP report process – too laborious | Automate process | | MG | |  | |  |  |  |
| IT | NS 1 |  | No access to HIV/Aids data system  Email back and forth to/from GP | | Have access |  |  | |  | |  |  |
| IT | YIZ 5 |  | Ins. Advocate notify Jon when ins. End date changed | | Ins. Advocate also change discount date for the weekly to pick it up |  |  | |  | |  |  |
| IT | MB 5 |  | Weekly report | | EHIP use “begin” and “end” | Martha handles |  | |  | |  |  |
| IT | TJ 1 |  | EHIP Paper – only application submitted by mail/fax | | Online EHIP application  Wish EIP could do the same thing (online app) |  |  | |  | |  |  |
| IT | TJ 2 |  | No digital file or digital repository | | Scanned files and corresponding repository |  |  | |  | |  |  |

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| Policies (P) Lead: Beth Crutsinger-Perry, Team Members: Mark Baker, Richard Aleshire, Martha Grimm | | | | | | | | | | | | | |
| P | RA |  | Change EIP program name to make it easier for clients to recognize which program is which and what we do | Change name | | |  | |  | |  |  |  |
| P | LD |  | ETP  All deductible amounts are okay on condition – client will pay over $1000 |  | | |  | |  | |  |  |  |
| P | LD |  | Income verification resources | Incorporate MAGI into EIP calculations | | |  | |  | |  |  |  |
| P | MG  LD |  | Unnecessary exception to policies |  | | |  | |  | |  |  |  |
| P | LD |  | ETP  All premium amounts okay to pay or set a $5000 limit |  | | |  | |  | |  |  |  |
| P | NS 4 |  | Duplication of documentation required to complete an application | | Coordinate with EIP | Nora | |  | |  | |  |  |
| P | JL 1 |  | Duplicate ID 2 forms | | Get only one | James | |  | |  | |  |  |
| P | Policy #5 |  | Fax out confidentiality | |  |  | |  | |  | |  |  |
| P | Policy #12 |  | E-mail not secure – DOB, Name, Address | |  |  | |  | |  | |  |  |
| P | Policy #13 |  | Electronic Signature | |  |  | |  | |  | |  |  |
| P | Policy #14 |  | Annual release of information | |  |  | |  | |  | |  |  |

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| Procedures/Systems (PS) Leads: Mark Baker and Lori DeLaney, Team Members: Nora Strang, Christina James | | | | | | | | | | | | | |
| PS | CJ |  | Disconnected communication between EHIP and EIP- right hand doesn’t know what left hand is doing | EIP decides whether the client need a combined application – EIP and EHIP clients apply to both  Continues EHIP process- this way EIP knows who the EHIP clients are w/o having to contact EIP | | |  | |  | |  |  |  |
| PS | JC1 |  | EIP Eligibility hold | | EIP provides reason at same time as notification |  | |  | |  | |  |  |
| PS | NS 2 |  | Miscommunication  We discontinue then reinstate in same day | | Communicate info/consolidate before sending d/c request |  | |  | |  | |  |  |
| PS | NS 5 |  | Back and forth between insurance coordinator and advocate | | Consolidate – leave one person to do it | Nora | |  | |  | |  |  |
| PS | MB 2 |  | Weekly report | | Send ETP once | Martha handles | |  | |  | |  |  |
| PS | MB 3 |  | Face sheet | | Update new app face sheet to exclude letter |  | |  | |  | |  |  |
| Policy #4 |  |  |  | | 6 month re-certification  Automation vs. exceptions |  | |  | |  | |  |  |
| Policy #8 |  |  |  | | Can people who are on fixed income be certified for a year at a time instead of every 6 months? |  | |  | |  | |  |  |
| Policy #9 |  |  |  | | Can people with only SS as income be automatically recertified even of the SS amount changes? |  | |  | |  | |  |  |

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| Reporting (R) Leads: Jon Choy and Martha Grimm, Team Members: Mark Baker, Lori DeLaney, Kevin Chandos, Yuliya Zakarenko | | | | | | | | | |
| R | YIZ 1 |  | Weekly reports | Meet with DOH to talk weekly reports: How are they used? | Only Martha does these reports for EIP |  |  |  |  |
| R | YIZ 2 |  | Weekly reports | Create a more automatic process for EHIP and EIP |  |  |  |  |  |
| R | YIZ 3 |  | Weekly reports | Match insurance app. Record to payment status |  |  |  |  |  |
| R | MB 4 |  | Weekly report | Automate update | Martha handles |  |  |  |  |

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| Staffing Resources (SR) Lead: Fran McBride, Team Members: Martha Grimm, Lori DeLaney, Sheila Ichita | | | | | | | | | | | | | |
| SR | KC  BCP  Correspondence (letters) |  | Manual handling of correspondence / Productivity | Analysis and design of automated correspondence handling | | |  | |  | |  |  |  |
| SR | LD  Admin to send out letters |  | ES don’t have to send out info /Productivity of eligibility specialists | Find out if support staff can manage additional workload | | |  | |  | |  |  |  |
| SR | New application that need to be logged in |  | Create new file | Have either support staff create file | | | AG | |  | |  |  |  |
| SR | LD |  | ES to deem themselves; Give to EA to process incomplete apps/ productivity | ES to deem and give to EA only if app is incomplete | | |  | |  | |  |  |  |
| SR | MG  Standardize process with EHIP |  | Multiple communications between EHIP and EIP | Designate one person from EHIP and EIP to manage and coordinate insurance changes | | |  | |  | |  |  |  |
| Training (T) Lead: Lori DeLaney, Team Members: James Ludwig, Fran McBride, Christina James, Mark Baker | | | | | | | | | | | | | |
| T | CJ Too many requests for the same info |  | Better CM training, plain talk client letters | Improve CM training, plain talk letters | | | CJ | |  | |  |  |  |
| T | LD |  | ES to review for eligibility determination | Standardize ES review for eligibility determination | | | LD | |  | |  |  |  |
| T | FM |  | Special notes in HADS | Define criteria for “special notes” | | | FM | |  | |  |  |  |
| T | FM |  | ES putting in comments differently | Standardize comments re eligibility to EHIP in HADS | | | FM | |  | |  |  |  |
| T | LD |  | RE: Group 3 clients – no electronic record and track for EHIP requests | Need to electronically record and track EHIP requests | | |  | |  | |  |  |  |
| T | YIZ 4 |  | WSHIP enrollment verification | | Refine the process between Jon and ins. Advocate when there is enrollment verif. hold up |  | |  | |  | |  |  |
| T | MB 6 |  | Weekly report | | Train advocates on reasons |  | |  | |  | |  |  |