Wisconsin CARES

An Overview

October 13th, 2010
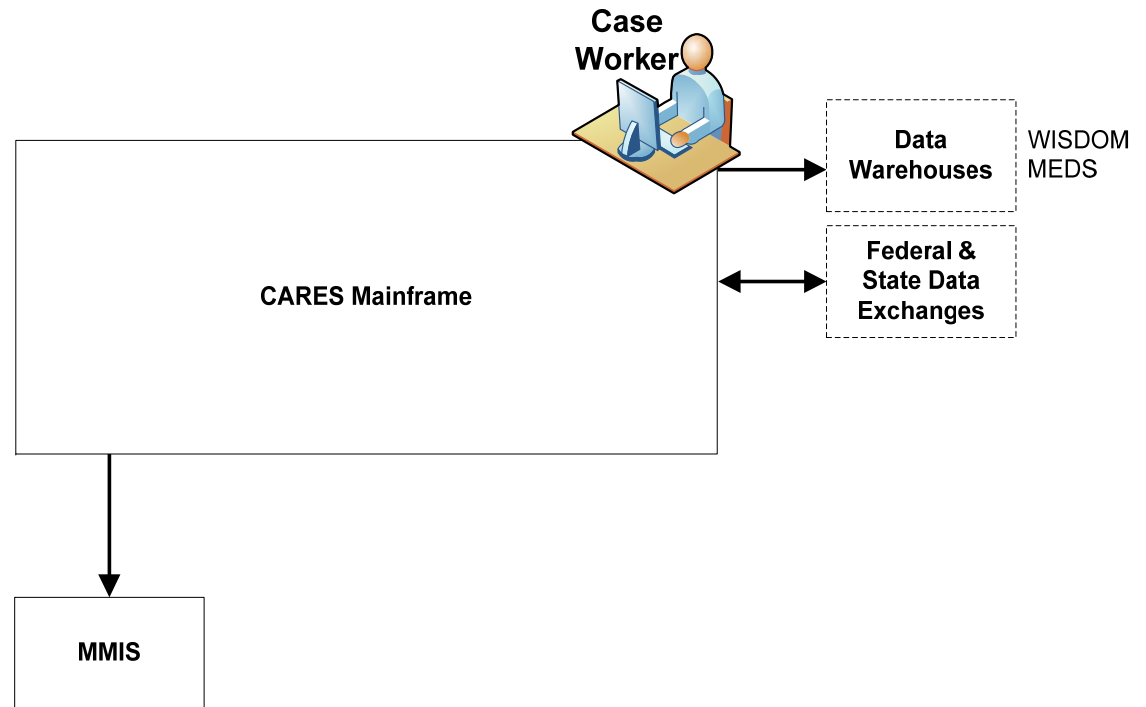
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CARES Enterprise in 2003

Wisconsin Integrated Eligibility Enterprise

Case Worker

CARES Mainframe

Data Warehouses — WISDOM MEDS

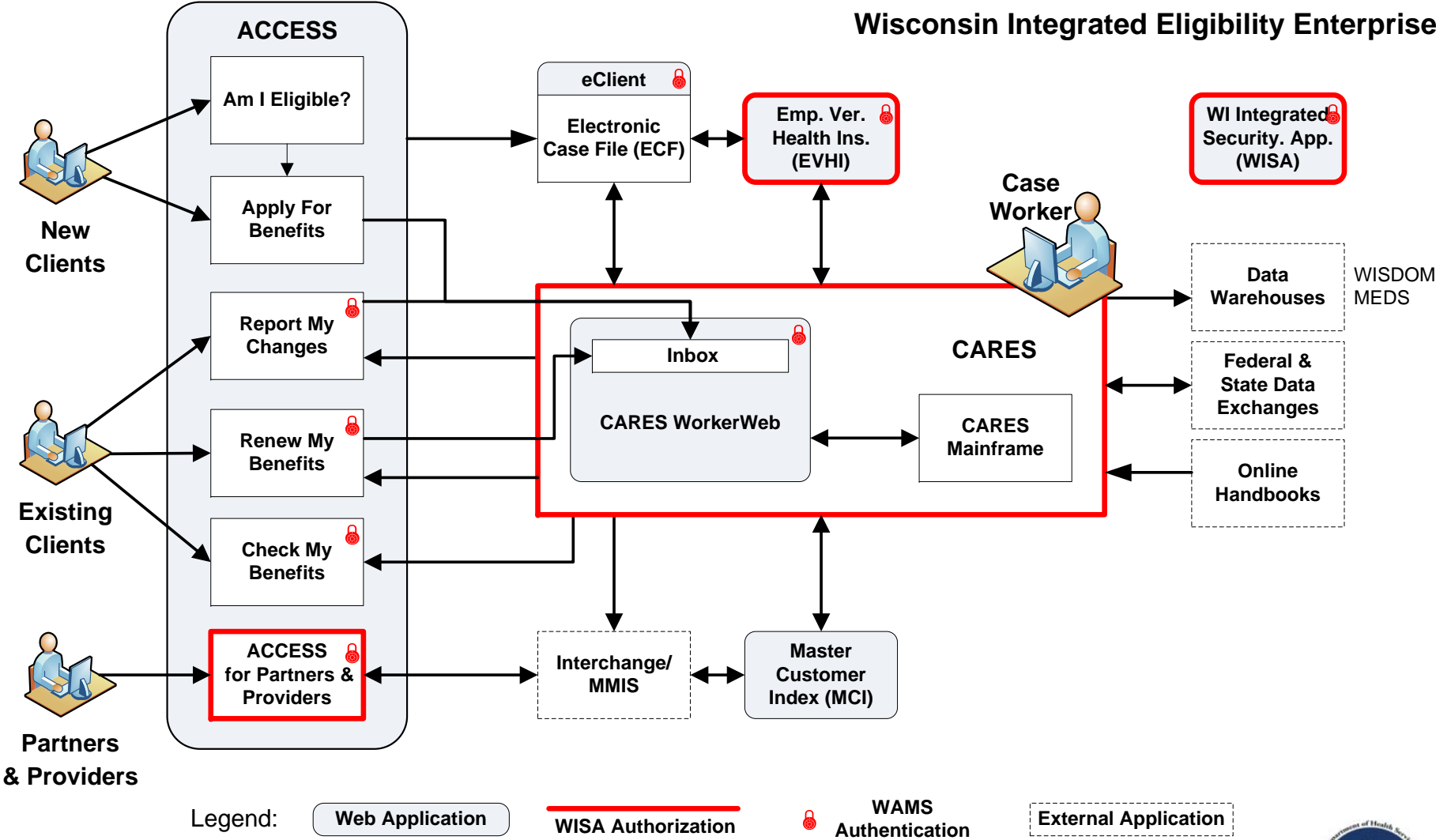Federal & State Data Exchanges

MMIS

Legend: **Web Application**   **External Application**

CARES Enterprise in 2010

Wisconsin Integrated Eligibility Enterprise

ACCESS
- Am I Eligible?
- Apply For Benefits
- Report My Changes
- Renew My Benefits
- Check My Benefits
- ACCESS for Partners & Providers

New Clients

Existing Clients

Partners & Providers

eClient — Electronic Case File (ECF)

Emp. Ver. Health Ins. (EVHI)

WI Integrated Security. App. (WISA)

Case Worker

CARES
- Inbox
- CARES WorkerWeb
- CARES Mainframe

Data Warehouses — WISDOM MEDS

Federal & State Data Exchanges

Online Handbooks

Interchange/ MMIS

Master Customer Index (MCI)

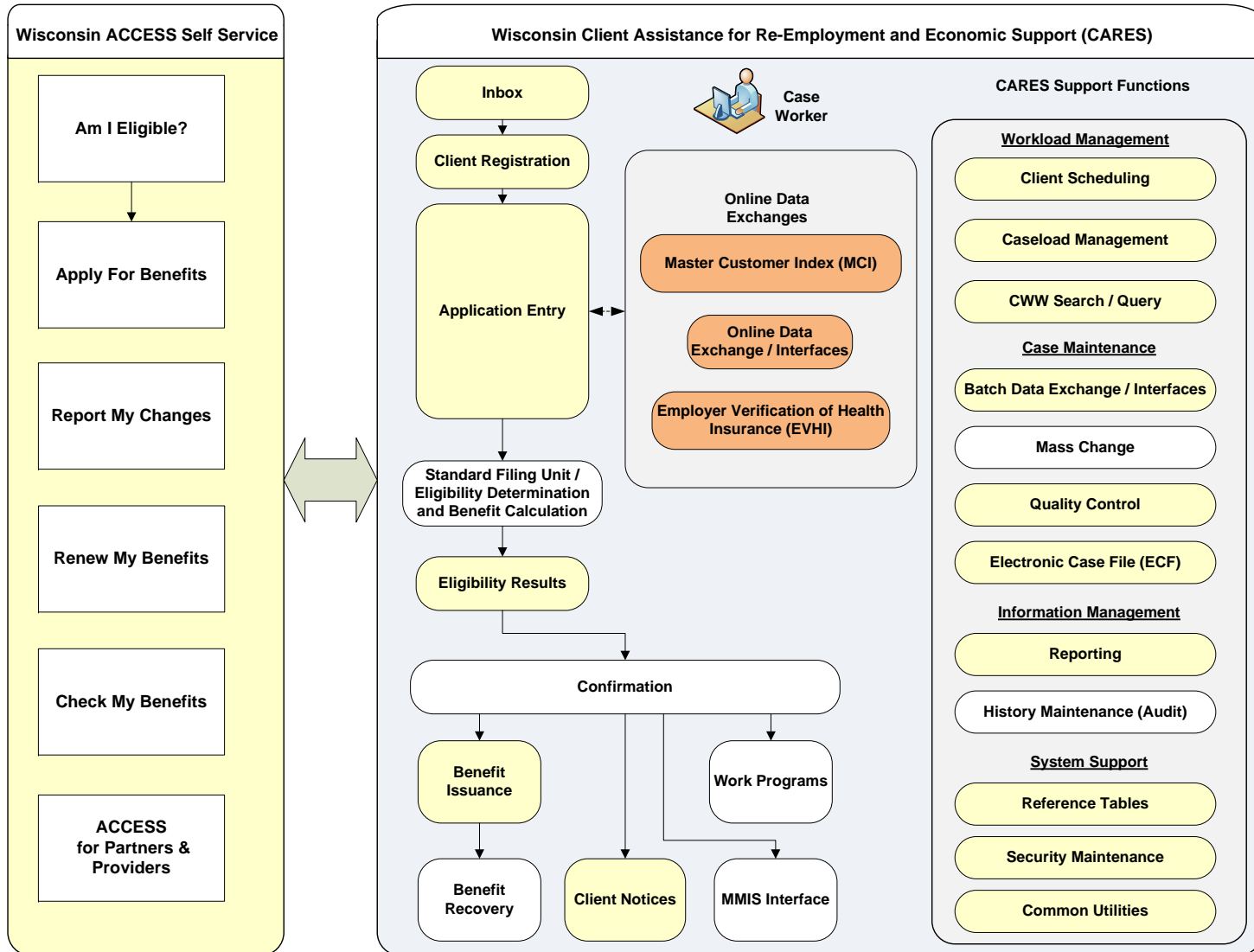Legend: Web Application | WISA Authorization | WAMS Authentication | External Application

Wisconsin Incremental Renewal Timeline
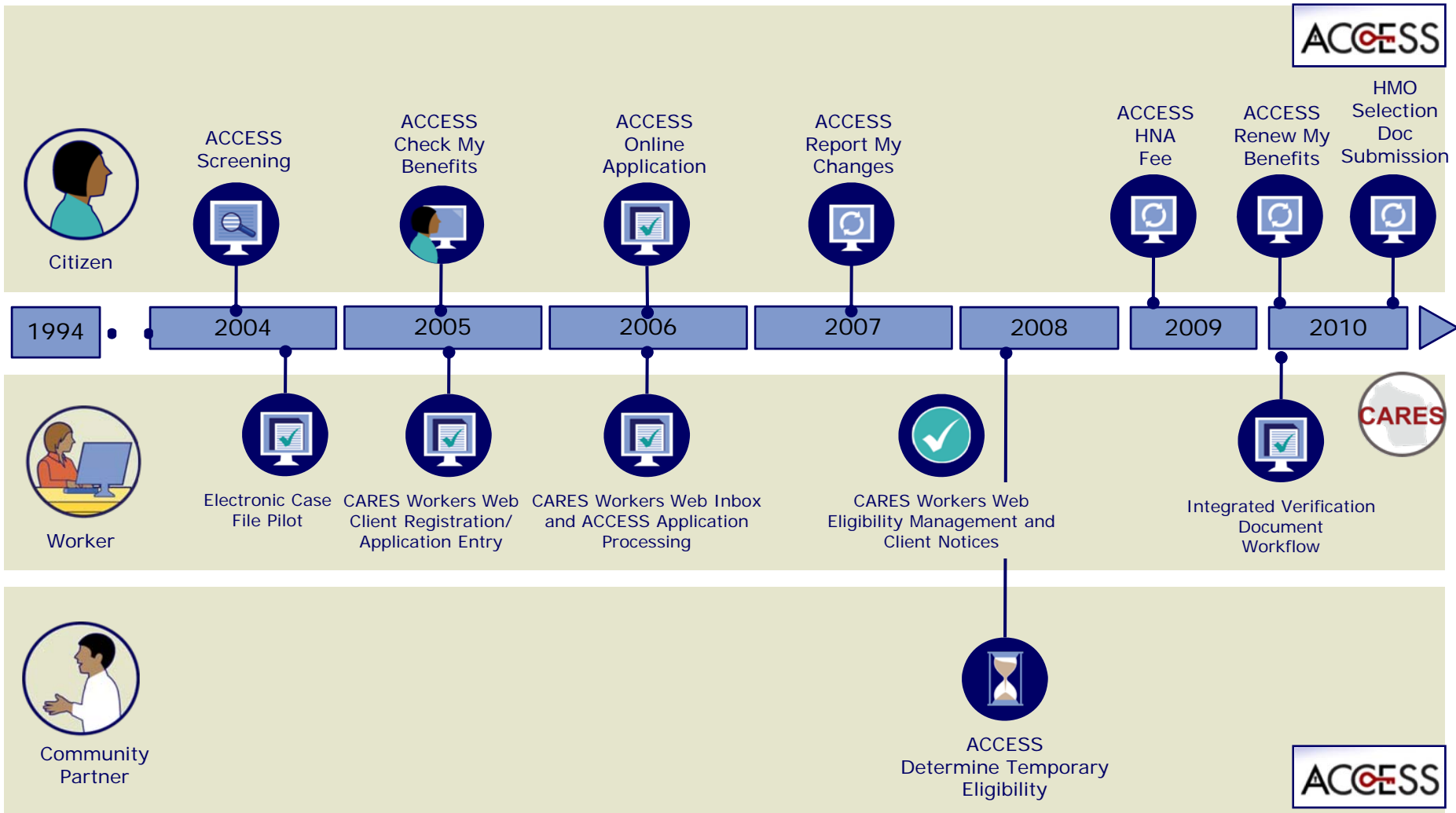
ACCESS Functional Breakdown
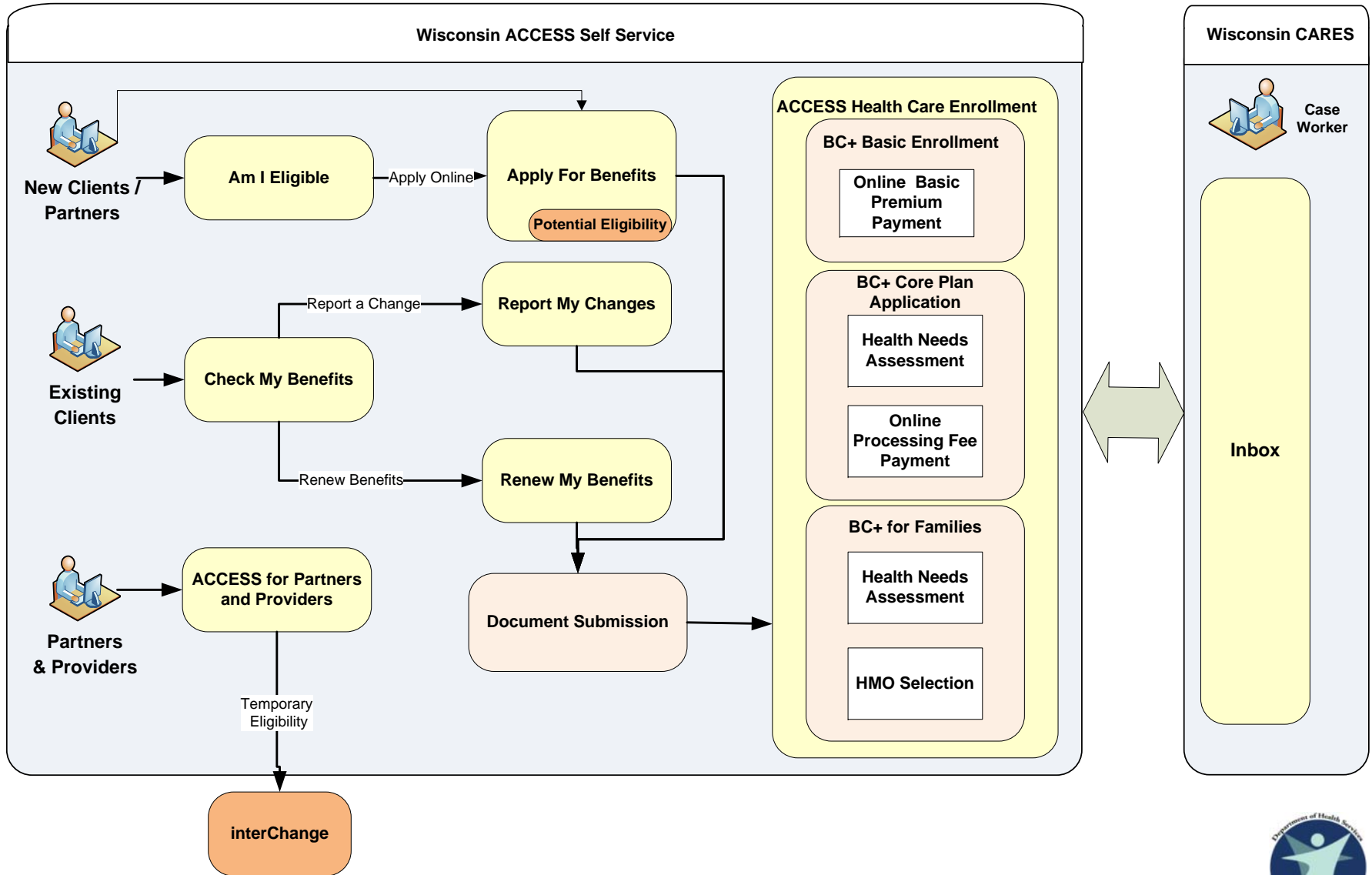
CARES Functional Breakdown

- 7 -

CARES / ACCESS Technology Overview

Security

WAMS	Novell Access Manager	WISA

Application

ACCESS

Web

- J2EE / MVC framework
- Websphere Application Server
- AIX Server

Web Services

CARES

Mainframe

- IMS
- z/OS

Web

- J2EE / MVC framework
- Websphere Application Server
- AIX Server

Web Services

Data Layer — IBM DB2

Data Layer — IBM DB2

Real Time Web Services

Oracle CCA	SUITES / UI
US Bank ePayment	Vital Records
eFunds EBT	CSAW
Google Geocoding	interChange
Finalist	

Supporting Software

Document Sciences (EMC) xPression	Kofax Capture
IBM Host Access Transformation Srvcs	IBM Content Manager
iText	IBM eClient
Apache Log4J	Quartz
Jdom	Yahoo YUI
Serena Version Manager	Mercury Load Runner
Rational Application Developer	RoboHelp

CARES – Key System Statistics

- Processes about 2.5 Million transactions per day

- Accessed by approximately 6,800 users statewide

- Over 99.9% online availability

- Has over 26 federal and state data exchanges

- Generates over 600 reports

- More than 3.7 million people known to the Master Customer Index (MCI)

- More than 50% of applications come to CARES from ACCESS

- Over 30 million documents have been stored in the Electronic Case File (ECF)

- There are more than 38,000 employers in EVHI

ACCESS as a trendsetter

ACCESS has successfully been transferred to the following states:

□ **State of New York**

□ **State of Georgia**
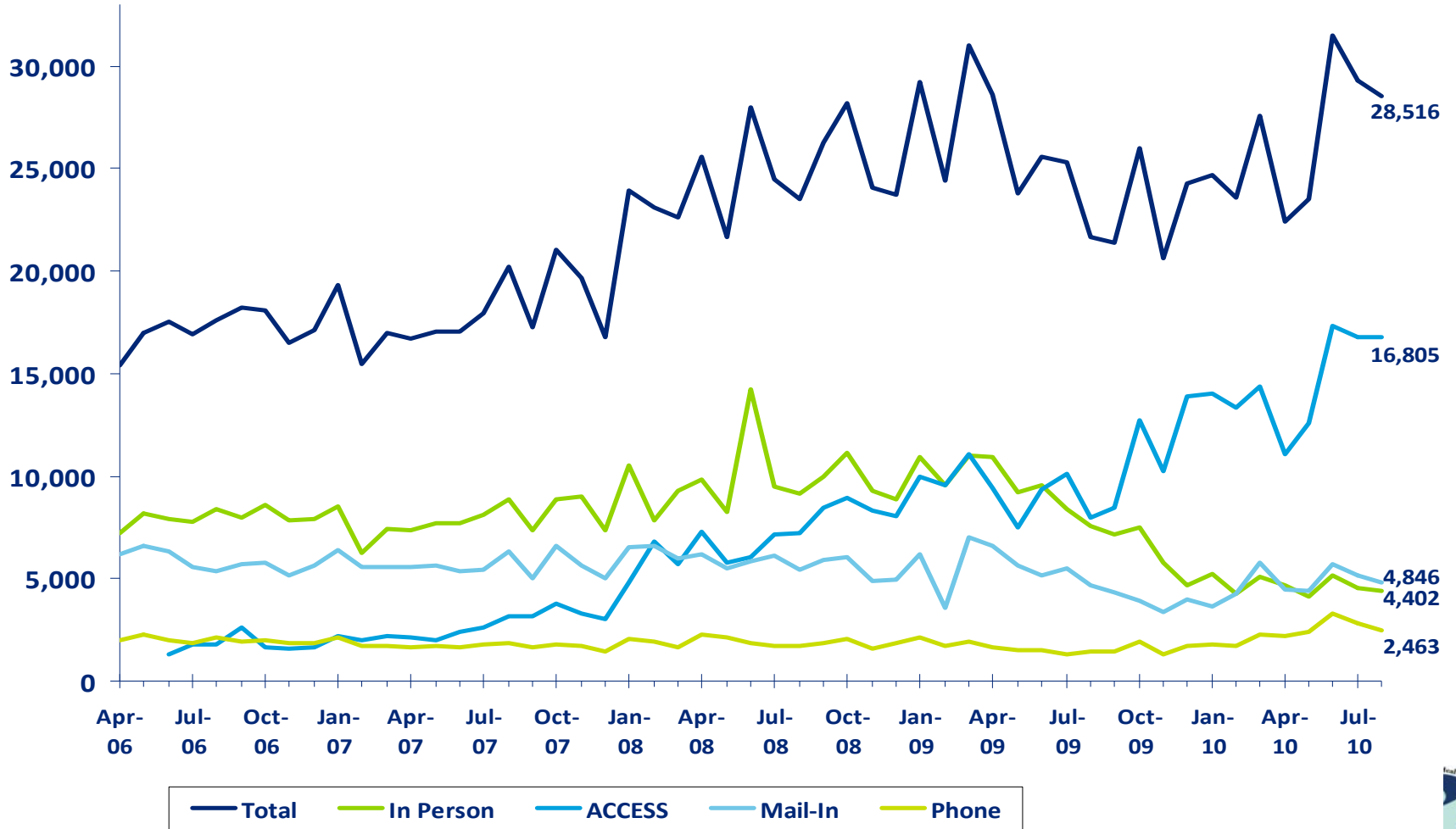
□ **State of Colorado**

□**State of New Mexico**

□ **State of Michigan**

Growth of ACCESS as Customer's Preferred Application Channel

Health Care, FoodShare and Family Planning Waiver Program RFA Counts by Contact Method

Source Data: CARES
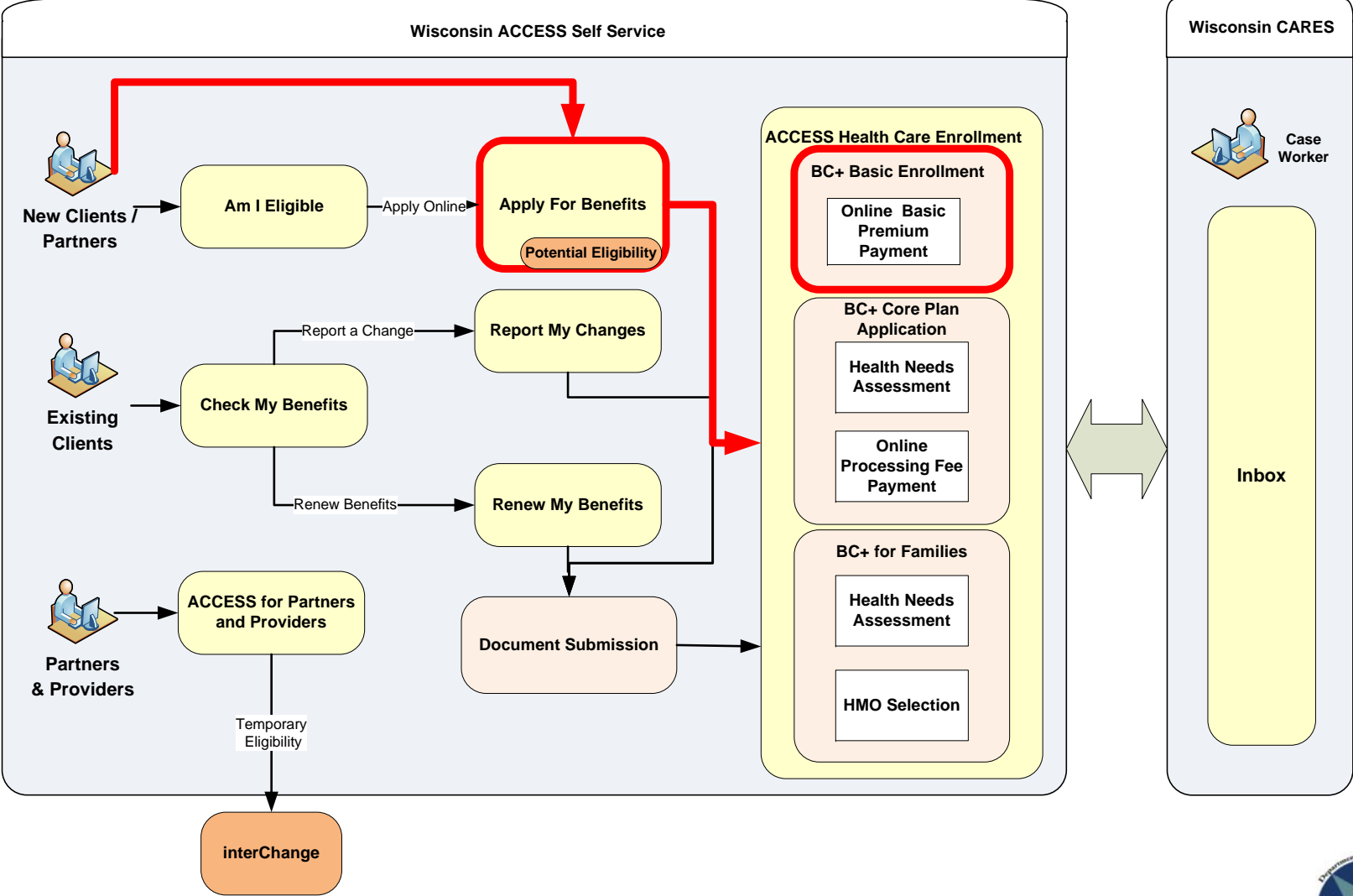
Live System Demonstration

Scenario 1 – ACCESS Apply for Benefits and BadgerCare Plus Basic

- Customer submits a new application for the BadgerCare Plus Core Plan for Childless Adults Medicaid program

- Customer proceeds through data collection screens and potential eligibility

- Customer is added to the BC+ Core Plan waitlist and elects to enroll in the self funded BC+ Basic plan

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Scenario 1 – Contextual Overview

Wisconsin ACCESS Self Service

New Clients / Partners

Am I Eligible —Apply Online→ Apply For Benefits

Potential Eligibility

Existing Clients

Check My Benefits

—Report a Change→ Report My Changes

—Renew Benefits→ Renew My Benefits

Partners & Providers

ACCESS for Partners and Providers

Temporary Eligibility

Document Submission

interChange

ACCESS Health Care Enrollment

BC+ Basic Enrollment

Online Basic Premium Payment

BC+ Core Plan Application

Health Needs Assessment

Online Processing Fee Payment

BC+ for Families

Health Needs Assessment

HMO Selection

Wisconsin CARES

Case Worker

Inbox

Scenario 2 – ACCESS Apply for Benefits and HMO Selection

- Customer submits a new application for their family to apply for the BadgerCare Plus Medicaid program

- Customer completes their Health Needs Assessment

- Customer selects an HMO and selects a doctor in their service area

- Customer proceeds to the application's next steps, where they submit the appropriate verifications using the self service document submission tool

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Scenario 2 – Contextual Overview
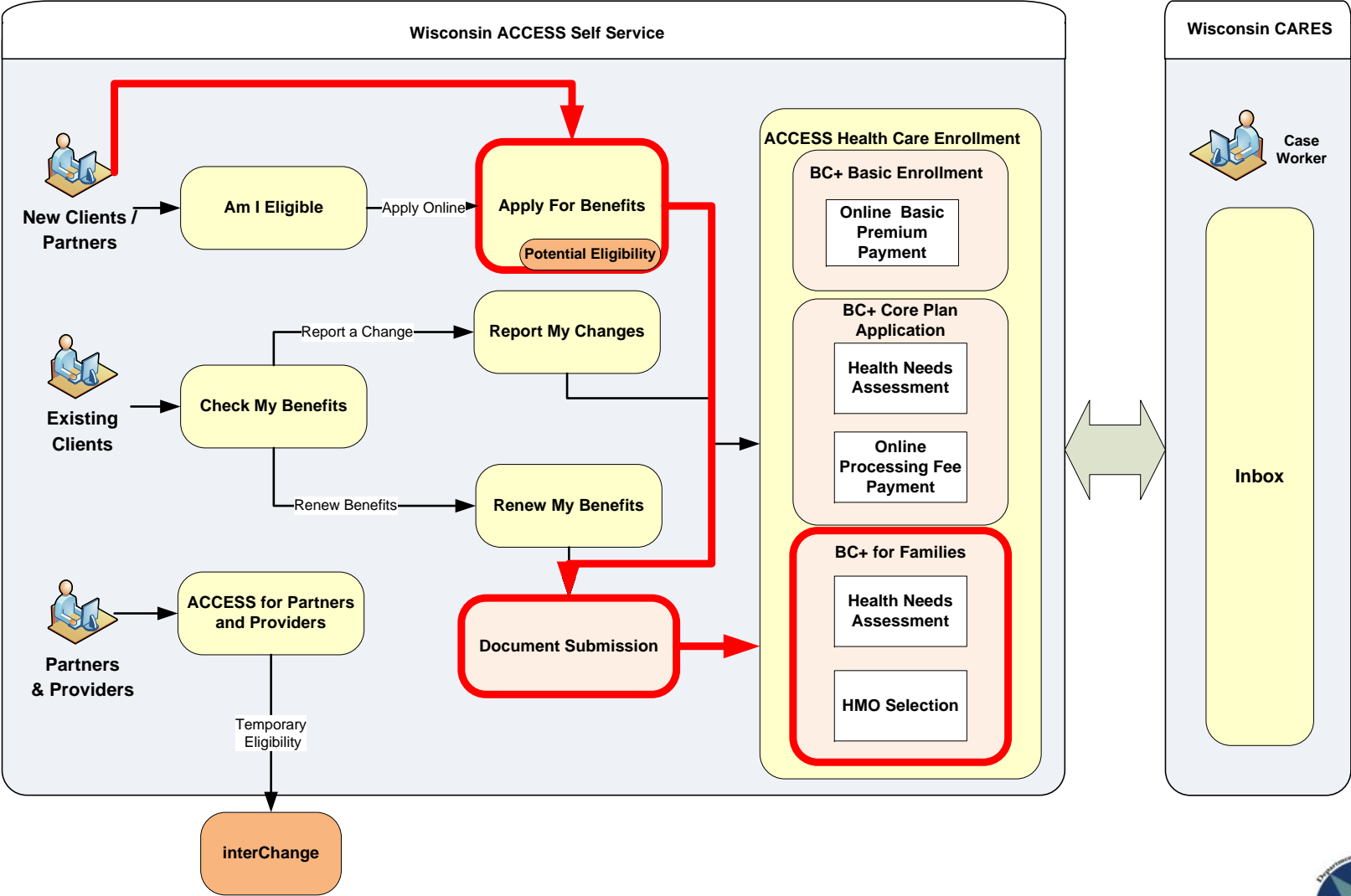
Scenario 3 – CARES Workload Management Tools

- Worker logs in to CARES Worker Web dashboard and views recently accessed items, outstanding inbox items, outstanding tasks, etc.

- Worker searches for and selects an inbox item

- Worker searches for cases based on pending action items/alerts

- Worker access a case and navigates pending action items and pending unprocessed documents
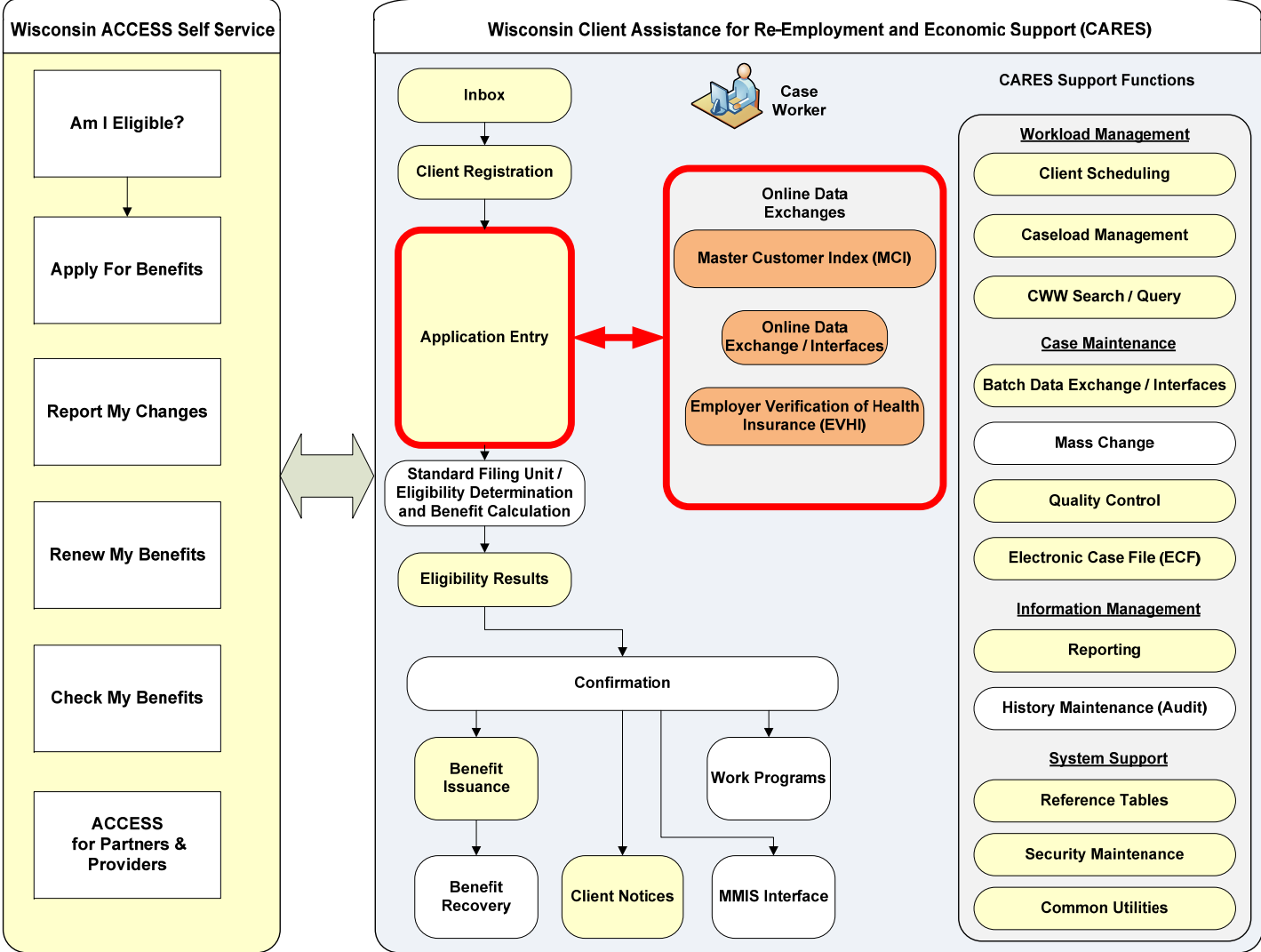
Scenario 3 – Contextual Overview
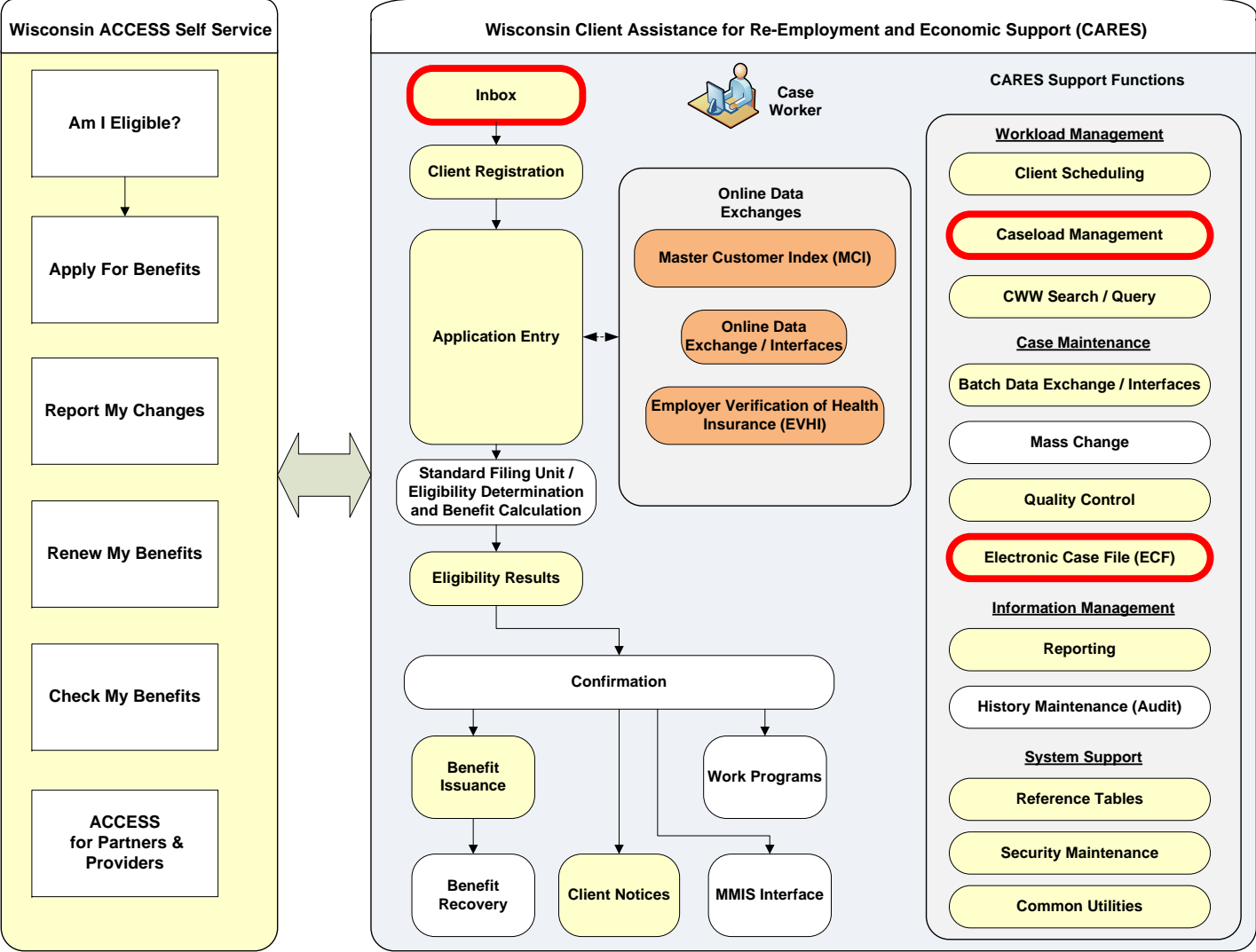
Scenario 4 – CARES Verification Data Exchanges

- Worker completes various verification data exchanges between CARES and external systems

    - Earned Income / Unearned Income

    - Employer Verification of Health Insurance (EVHI)

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Scenario 4 – Contextual Overview

Wisconsin ACCESS Self Service

- Am I Eligible?
- Apply For Benefits
- Report My Changes
- Renew My Benefits
- Check My Benefits
- ACCESS for Partners & Providers

Wisconsin Client Assistance for Re-Employment and Economic Support (CARES)

Case Worker

- Inbox
- Client Registration
- Application Entry
- Standard Filing Unit / Eligibility Determination and Benefit Calculation
- Eligibility Results
- Confirmation
- Benefit Issuance
- Benefit Recovery
- Client Notices
- Work Programs
- MMIS Interface

Online Data Exchanges

- Master Customer Index (MCI)
- Online Data Exchange / Interfaces
- Employer Verification of Health Insurance (EVHI)

CARES Support Functions

Workload Management
- Client Scheduling
- Caseload Management
- CWW Search / Query

Case Maintenance
- Batch Data Exchange / Interfaces
- Mass Change
- Quality Control
- Electronic Case File (ECF)

Information Management
- Reporting
- History Maintenance (Audit)

System Support
- Reference Tables
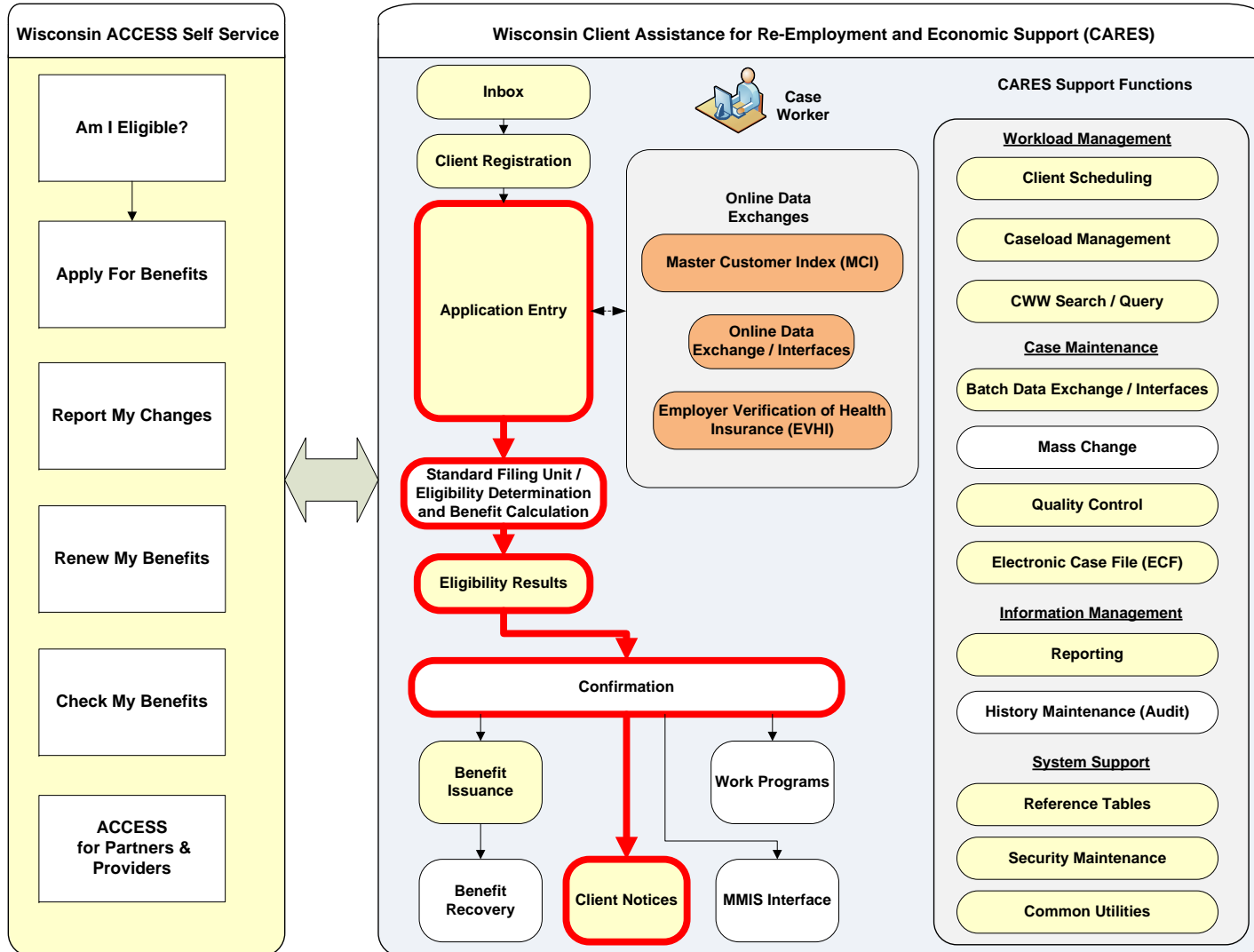- Security Maintenance
- Common Utilities

Scenario 5 – CARES Worker Web Eligibility and Confirmation

- Worker reviews the case information

- Worker makes an eligibility determination for the case

- Worker confirms the eligibility determination

- Worker views history of correspondence generation

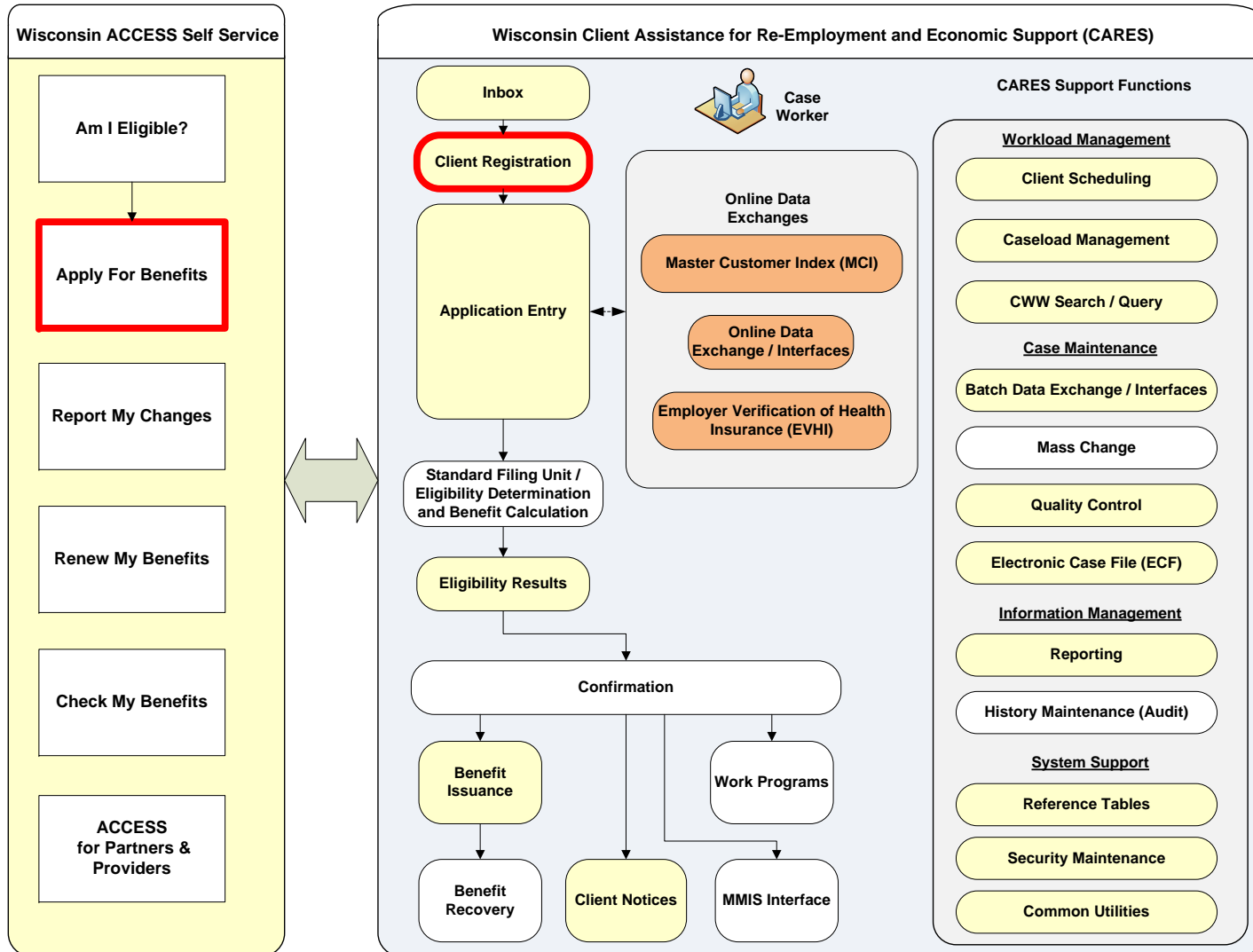# Scenario 5 – Contextual Overview

Scenario 6 – Application Services Tool

- New customer calls in to call center

- Call center processes the request using the Application Services Tool

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Scenario 6 – Contextual Overview

Scenario 7 – ACCESS for Partners and Providers

- Partner logs into ACCESS for Partners and Providers to view submitted applications

Scenario 7 – Contextual Overview