

CHNCT/DSS Address Change Pilot

Initial Plan

Call Center receives address change from members on a daily basis.

Identify DSS worker via EMS System on a daily basis & email them using DSS email system to advise them of address change.

Review monthly and send remainder (unchanged addresses) to DSS CO

Disadvantages:

Labor intensive – our actual address change volumes for CHNCT average 1,052 per month, or 52 per day against approx. 58,500 members in the plan.

Large increase in daily volume for DSS workers & probably a larger than necessary volume that would go to DSS CO on a monthly basis.

Revised Plan

Review prior weeks address changes against EMS System to identify (eliminate) those address changes that were updated in EMS and require no further action. What we have found is that approx. 75 – 80% of changes called into the Call Center actually do get changed on the DSS end when the members are advised to make the call.

The remaining 25% are then linked to the DSS worker via EMS and an email is generated to alert the worker of the change.

One or Two weeks later, this same population is reviewed to see if the workers have completed the change. So far we see that approx. 65% are completed.

The remaining addresses will be send up to DSS for updating. Information to provided will include member name, number, address change, date of initial call and DSS worker contacted and date contacted.

DSS CO then will update the addresses and determine what if any follow up they want to take with the field office should they notice any trends.

A final reconciliation can be done for a given month at the end of the following month – in other words, September would be reconciled with the monthly full file on/around 10-25.

Typical Month – 1,052 transactions, 789 are completed via “proper channels”, leaving 263 for follow up. Emails to DSS field on 263 moves, 171 completed leaving 92 for CO follow up.

Will provide an additional update in the December time frame.