

Council on Medical Assistance Program Oversight

ConneCT Update

September 13, 2013

ConneCT

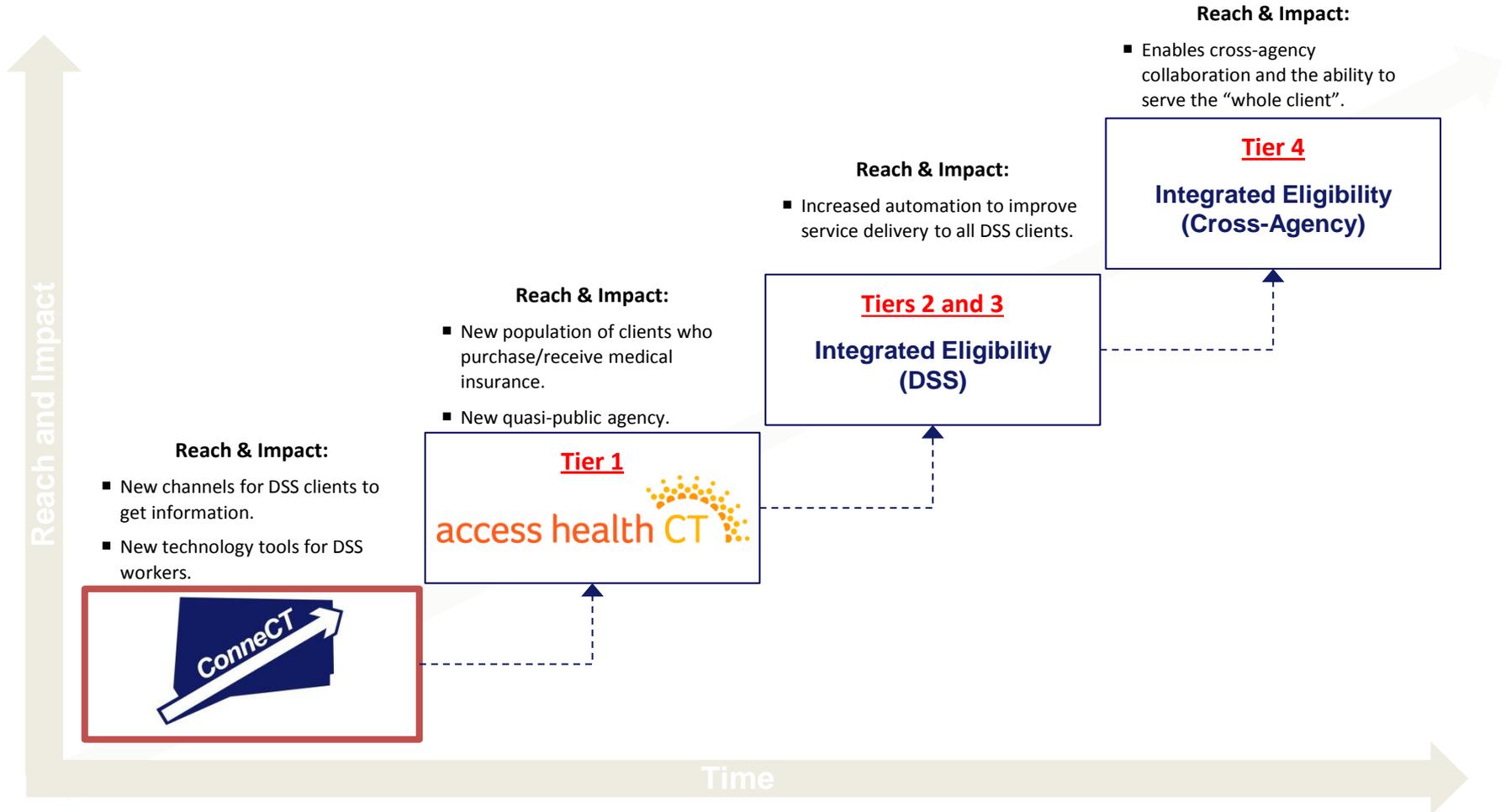
(Modernization of Client Service Delivery)

Project Overview

Purpose: The DSS ConneCT project will modernize the agency's existing infrastructure with the implementation of a Modernization of Client Service Delivery (MCSD) solution utilizing three (3) specific technologies: Internet-based Client Access and Web Services, Document Scanning and Work Flow Management, and Interactive Voice Response (IVR) and Call Center Services. These technologies will be integrated with our existing eligibility legacy system known as EMS. These functionalities will increase the efficiency and effectiveness in how DSS serves its customers.

Status of Project: As of September 13, 2013, five of the project's seven releases have been built and fully tested. The state has completed the installation and configuration of approximately 95% of the new ConneCT Solution Platform.

Achieving Incremental “Wins” for DSS and Connecticut



These projects build on each successful milestone to increase reach and impact.

Improve Client Access

Anywhere/anytime access via web services.

Achieve Better Quality Outcomes

Makes processes faster and more efficient by reducing “back and forth” and generation of paper.

Enhance Customer Service

Empowers workers with tools to help clients.

Increases the number of workers who can help a client.

Reduce Costs

Reduces the need for paper (and associated storage costs).

More efficient retrieval of documents.

Provide a Technological Framework for the Future

Integrated technologies support the business and allow for expansion.

Through ConneCT we are using technology to generate positive business impact.

Technical Milestone	Benefit to DSS and Connecticut
✓ Built and deployed new server infrastructure at BEST Data Center.	Allows to BEST to host a modern web-based system for DSS.
✓ Installed new telephone system at BEST and at three DSS offices.	Single, centralized telephony platform enables a state-wide workforce and provides redundancy.
✓ Installed new optical fiber network.	Enables high-speed connectivity between the BEST data center and DSS benefit center offices to support voice and data.
✓ Installed 700 new telephone lines at the BEST Data Center.	Allows DSS customers to reach DSS via a central location and access telephony services.
✓ Deployed new web-based software platform.	Provides modern, web-based systems for DSS clients and DSS workers to use.
✓ Installed leading COTS products including Rules Engine and Document Generation Software	Provides modern, web-based systems for DSS clients and DSS workers to use.

Extensible technical products support DSS now and in the future.

	Functional Overview	Status / Target Date
 Client Accounts	Provides secure, anytime access to generic and case-specific information to clients via the Internet.	Currently Live (http://connect.ct.gov)
 Pre-Screening	Allows clients to independently check for potential eligibility online without having to visit or call DSS.	Currently Live (http://connect.ct.gov)
 Interactive Voice Response (IVR)	Provides secure, anytime access to generic and case-specific information to clients by phone.	Currently Live
 Document Management and Workflow	Reduces the need for paper-based processing and provides centralized access to documents and visibility into document status.	Currently Live
 Benefit Center	Provides a centralized, consistent enterprise system for receiving and servicing incoming calls.	Currently Live
 Online Application	Allows clients to apply online and provides a dynamic verification checklist to clearly explain what verification is required.	September 2013 (beta)
 Change Reporting and Online Redeterminations	Allows clients to report changes and conduct redeterminations online.	October 2013

Risks:

- State resource competition for upcoming releases and other projects.

Issues:

- Challenges with scanning/indexing at the current full production volume.
- Analysis and refinement of business processes has been challenging with aggressive rollout approach.
- Intermittent production issues have impacted production up-time.



ConneCT Public Dashboard

Totals Since Implementation

"My Account"	●	31,617	Online client accounts created since implementation
Pre-Screening	●	20,132	Times screen completed since implementation
IVR Phone Account	●	52,239	Phone client accounts created since implementation
Benefit Center	●	125,196	Calls reaching worker since implementation
Document Scanning and Workflow	●	~1,000,000	Documents scanned since implementation
Online Applications	○	##	Not yet launched. Coming soon!
Online Change Reporting	○	##	Not yet launched. Coming soon!

Weekly Usage, Last 4 Weeks

