ImpaCT Update and DSS Public Dashboard
March 9th 2018
ImpaCT Update
ImpaCT Overview

- Statewide Implementation achieved August 14, 2017
- Premium Payment Module implemented February 23, 2018
  - New functionality to support invoicing and payment processing for CHIP (HUSKY B) and Medicaid for Employees with Disabilities (S05) premiums
- Over 1 million active and recently closed clients have been converted from the legacy system (EMS) to ImpaCT
- System performance is stable
- Additional regulatory changes, interfaces, and functionality planned or in progress
Realized Benefits

- Online tools to promote convenient, self-service options (applications, renewals, and changes)

- Client Benefits Account provides immediate, 24/7 access

- Optional email notification, replacing paper

- Advanced tools to enhance program integrity and improve payment accuracy
Staff Training

- All DSS staff fully trained in ImpaCT
- Premium Payment Module training complete
- Training team currently conducting advanced topic training covering 11 key areas
DSS Public Dashboard
DSS Public Dashboard – March 2018

Self Service

- **249,298** MyAccounts
  - Client accounts created over the phone since implementation 2013

- **282,418** Secure PINs
  - Online accounts created over the phone since implementation 2013

DSS Work Flow

- **20,440,953** Total Documents Scanned

DSS Processing & Outcomes

Service Centers

- State-Wide Total Walk-Ins
- **22,660** Nov-17
- **20,632** Dec-17
- **22,401** Jan-18
- **20,598** Feb-18

Benefits Centers

- **2,440,953** Total Calls Serviced

MyAccount Activity

- **577,519** Total
  - **233,757** (40%)
  - **245,369** (43%)
  - **39,522** (7%)
  - **58,871** (10%)

Incoming vs Processed Envelopes

- November: 127,187 (Incoming), 91,720 (Processed)
- December: 120,976 (Incoming), 72,171 (Processed)
- January: 111,797 (Incoming), 38,664 (Processed)
- February: 118,370 (Incoming), 85,861 (Processed)

Calls Resolved by IVR

- Nov-17: 62,265
- Dec-17: 79,240
- Jan-18: 162,238
- Feb-18: 166,510

Average Wait Time (mins)

- Nov-17: 74
- Dec-17: 77
- Jan-18: 100
- Feb-18: 106

Calls Serviced

- Nov-17: 34,619
- Dec-17: 33,324
- Jan-18: 30,813
- Feb-18: 23,659

Data as of February 28, 2018
### Special Notice Mailings

**December 2017 through January 2018**

<table>
<thead>
<tr>
<th>Notice Type</th>
<th>Target Population</th>
<th>Date of Mailing</th>
<th>Approx Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEMT</td>
<td>Medicaid recipients who have used medical transportation in last year</td>
<td>12/4/2017</td>
<td>53,000</td>
</tr>
<tr>
<td>MSP Reduction</td>
<td>MSP households potentially affected</td>
<td>12/12/17 - 12/14/17</td>
<td>140,000</td>
</tr>
<tr>
<td>CHIP Closure</td>
<td>HUSKY B</td>
<td>12/15/2017</td>
<td>20,000</td>
</tr>
<tr>
<td>CHIP Closure</td>
<td>HUSKY B</td>
<td>1/3/2018</td>
<td>20,000</td>
</tr>
<tr>
<td>Dental Change</td>
<td>MA</td>
<td>12/5/2017</td>
<td>350,000</td>
</tr>
<tr>
<td>COLA</td>
<td>Social Security benefit recipients</td>
<td>12/4/17 &amp; 12/11/17</td>
<td>90,000</td>
</tr>
<tr>
<td>HUSKY A Reductions</td>
<td>HUSKY A</td>
<td>11/13/2017</td>
<td>13,300</td>
</tr>
<tr>
<td>HUSKY A Reductions</td>
<td>HUSKY A</td>
<td>12/1/17 - 12/4/17</td>
<td>13,300</td>
</tr>
<tr>
<td>SNAP ABAWD</td>
<td>SNAP recipients in 9 towns, ABAWDs</td>
<td>12/22/2017</td>
<td>2,892</td>
</tr>
<tr>
<td>CFC Program Changes</td>
<td>CFC Recipients</td>
<td>1/3/2018</td>
<td>5,000</td>
</tr>
<tr>
<td>Standard Utility Allowance (SUA) Mass Modification</td>
<td>SNAP recipients affected by modification</td>
<td>1/13/2018</td>
<td>67,000</td>
</tr>
<tr>
<td>MSP Extension</td>
<td>MSP households potentially affected</td>
<td>1/22/2018</td>
<td>140,000</td>
</tr>
<tr>
<td>CHIP Reauthorization</td>
<td>HUSKY B</td>
<td>1/30/2018</td>
<td>20,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>934,492</strong></td>
</tr>
</tbody>
</table>
Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance.

Several factors contributed to a notable increase in call volume during January 2018, particularly the first week of the month.

<table>
<thead>
<tr>
<th></th>
<th>Nov-17</th>
<th>Dec-17</th>
<th>Jan-18</th>
<th>Feb-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls to the IVR (24 hours period)</td>
<td>187,225</td>
<td>182,460</td>
<td>280,219</td>
<td>273,385</td>
</tr>
<tr>
<td>Total Calls to the IVR (Business hours)</td>
<td>162,248</td>
<td>160,225</td>
<td>248,920</td>
<td>233,747</td>
</tr>
<tr>
<td>Total Calls Resolved by the IVR</td>
<td>62,265</td>
<td>79,240</td>
<td>162,238</td>
<td>166,510</td>
</tr>
<tr>
<td>Total Calls Transferred to the BC</td>
<td>89,103</td>
<td>82,325</td>
<td>86,681</td>
<td>67,238</td>
</tr>
<tr>
<td>Total Calls Answered in the BC</td>
<td>34,619</td>
<td>33,324</td>
<td>30,813</td>
<td>23,659</td>
</tr>
<tr>
<td>Calls Abandoned in BC Queue After Threshold</td>
<td>50,130</td>
<td>45,086</td>
<td>52,284</td>
<td>38,639</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>11,696</td>
<td>11,428</td>
<td>11,248</td>
<td>8,900</td>
</tr>
</tbody>
</table>

Note: IVR stands for Interactive Voice Response System, while BC is the Benefits Center. Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds).
Benefits Center Wait Times: Since February 2014

Monthly Average Wait Time (minutes)

- Benefits Center Go-Live July 2013
- August 2016 new eligibility system (ImpaCT) state-wide rolling trainings began
- October 2016 ImpaCT Pilot implemented
- October 2016 through August 2017 state-wide phased rollout of ImpaCT
- October 2017 through January 2018 over 900,000 special notices mailed
- SNAP Mass Modification
- MSP Income Limit Reductions
- Dental Program Changes
- Transportation Vendor Change
• Calls that entered the queue to speak to a worker but caller disconnected before worker responded (excluding calls abandoned within first 20 seconds)

• From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded
Thank You