

IMAC Subcommittee Update July 19, 2018

Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

Training	July 23
TAPP	July 27
Call Center Technical/Operational Subcommittee	July 30
IM Operational Analysis	August 3
Fraud and Program Integrity	August 14
Performance Monitoring	September 19
Workload & Finance	September 25
Program Coordination	October 17
BRITS	

The following subcommittees and work groups have met since the June IMAC meeting:

Subcommittees

TAPP

The Technical assistance policy and process (TAPP) subcommittee met on June, 15th 2018.

- A live demonstration of the CARES changes for the June release were performed. Affordable Care Act II and Regulatory changes. The recordings are available in the DHS live stream website.

The Technical assistance policy and process (TAPP) subcommittee met on July, 12th 2018.

- The BEPS system team provided an update on post production release projects.
 - Regulatory Changes – No issues reported
 - ACA II – No issues reported.
 - SIR (Admin Screens) – a display of the Alert Help Text page will be done post prod.
 - AVS – Exceptions were occurring on the conflict panel when the character limit for the Name of the financial institution and Account # were longer than allowed by the Data Base in CWW. This was fixed on Thursday, July 12th. There are some scenarios that don't allow a manual request when AGs are changing from BC to EBD HC categories. This is being researched. AVS will not allow a request on an individual not requesting HC where the SSN has not been verified. There are scenarios such as LTC cases where the assets are required of the spouse, so DHS is looking into this issue.

Workgroups

BRITS

The group met on Wednesday June 20; next meeting is scheduled for Wednesday July 18.

At the June 20 meeting:

- The 3 different dashboards: BRITS Open Referrals, BRITS Referral History, and BRITS Program History were discussed and presented. There was general agreement that the dashboards should be set up for managers and gatekeepers – the same people who have access to Webi. There was also discussion about simply giving the agencies a number (e.g. 2 per agency) and then letting them choose who has access. This information will go back to the DCF BRITS team for consideration.
- There was discussion of an upcoming process for agencies to correct referral/claim inconsistencies. There are several hundred BRITS referrals and BV claims that have a matching referral number but the “claim needed” field in BRITS indicates no claim was needed. These referrals have been closed but the ‘Claim Created’ box is not checked – this results in inconsistent data for reporting purposes. There is not a validation, so workers can do things like enter any 10 digit number, enter a case number, etc. There has been less of this over time, but there are still situations that need to be fixed. This process and instructions will be released via the Operational Leads distribution list. Note that it may not impact all agencies.
- There was discussion about the various BRITS – related groups, the member list for each, and the plan to improve distribution and meeting notification processes.
- In July, BRITS UAT testing will occur for Foodshare claims. Agency staff volunteered as testers were Margaret Romens, Alex Premo, Chris Van Hefty, and Aaron Borreson.