Pre-certification Review

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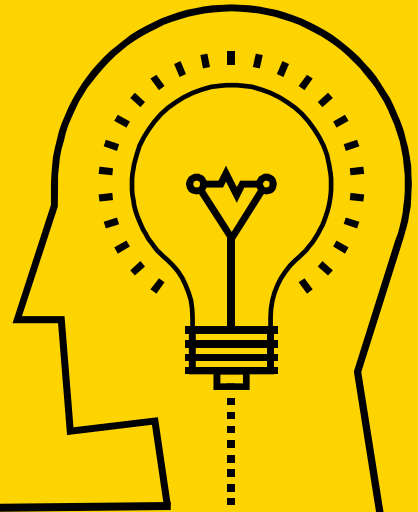
Project Overview



Project Overview

Pre-certification Review Tool

Project Background

DHS requested Deloitte to explore options to develop a statewide tool in CARES to improve the FoodShare Quality Control error rates and reduce overpayments. PCR (Pre-certification Review) teams within the IM consortia will have the opportunity to review a selection of FoodShare cases before confirming eligibility. A PCR workflow will be developed to enable PCR supervisors to assign reviews and PCR reviewers to conduct reviews, flag errors, and communicate with IM caseworkers for follow-up actions.

Vision

The new Pre-certification Review tool will enable a PCR staff from IM agencies to review FoodShare cases directly within CWW before confirmation of the case. The error rate shall be reduced by the new PCR tool while case processing timeliness will be maintained. In the long term, the project vision is to use this tool to conduct pre-certification review in programs other than FS.

Key Goals

The goal is to reduce the case error rate while maintaining the timeliness. At the same time, the tool should allow the IM agency to customized case sampling and PCR reviewer/supervisors to manage workload.

Error Rate

- The overall error rate that leads to overpayment or underpayment for FoodShare cases should decrease

Timeliness

- The PCR tool will maintain agency timeliness for processing CARES applications.

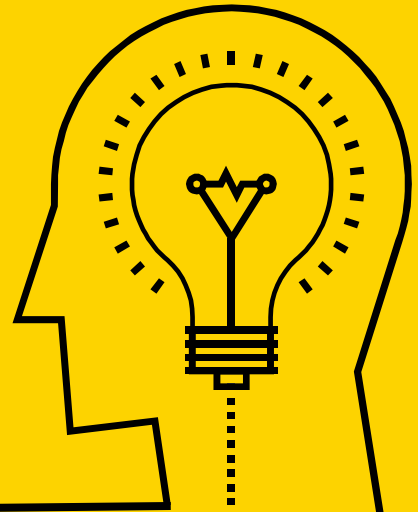
PCR Sample Effectiveness

- The PCR tool will enable IM agencies to configure and customize case sampling. The PCR reviewers can adjust criteria for PCR samples to select more error-prone cases

PCR Workload

- The PCR workload shall be manageable for both PCR supervisors and PCR reviewers and not create backlogs.

CWW Overview



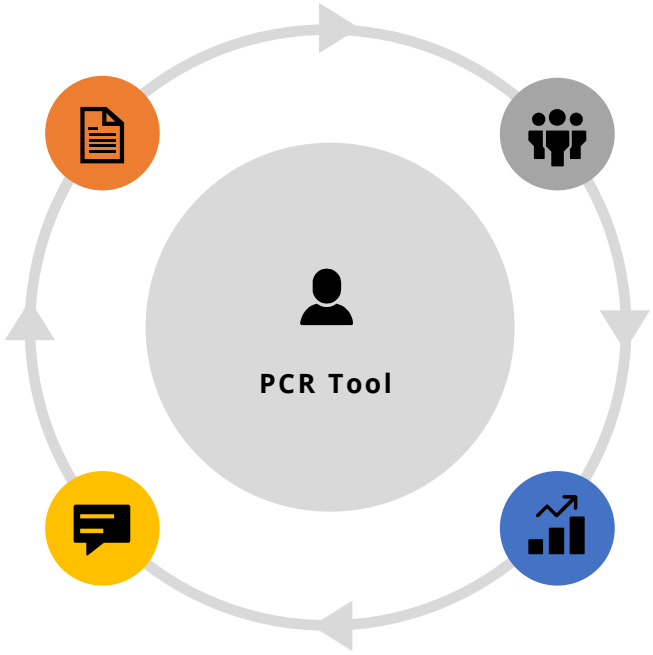
Key CWW Functionalities

1. FoodShare AG Confirmation

Based on the IM agency pre-defined criteria, a case will be selected for review, and the IM worker cannot confirm the FoodShare AG until the pre-certification review (PCR) process is completed for a case.

2. New PCR Workflow

Develop a pre-certification review workflow and notation functionality in CWW to facilitate the PCR process within the IM consortia between reviewers, supervisors, and caseworkers, including assigning/initiating of reviews, communicating of agreement/disagreement on review findings, monitoring the review due dates and completing the reviews.



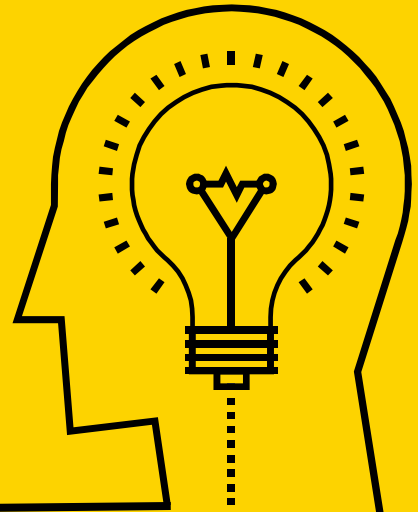
3. Customized Case Sampling

Develop a PCR administration module for IM agencies to configure and customize their case samples, PCR teams, and PCR driver flows.

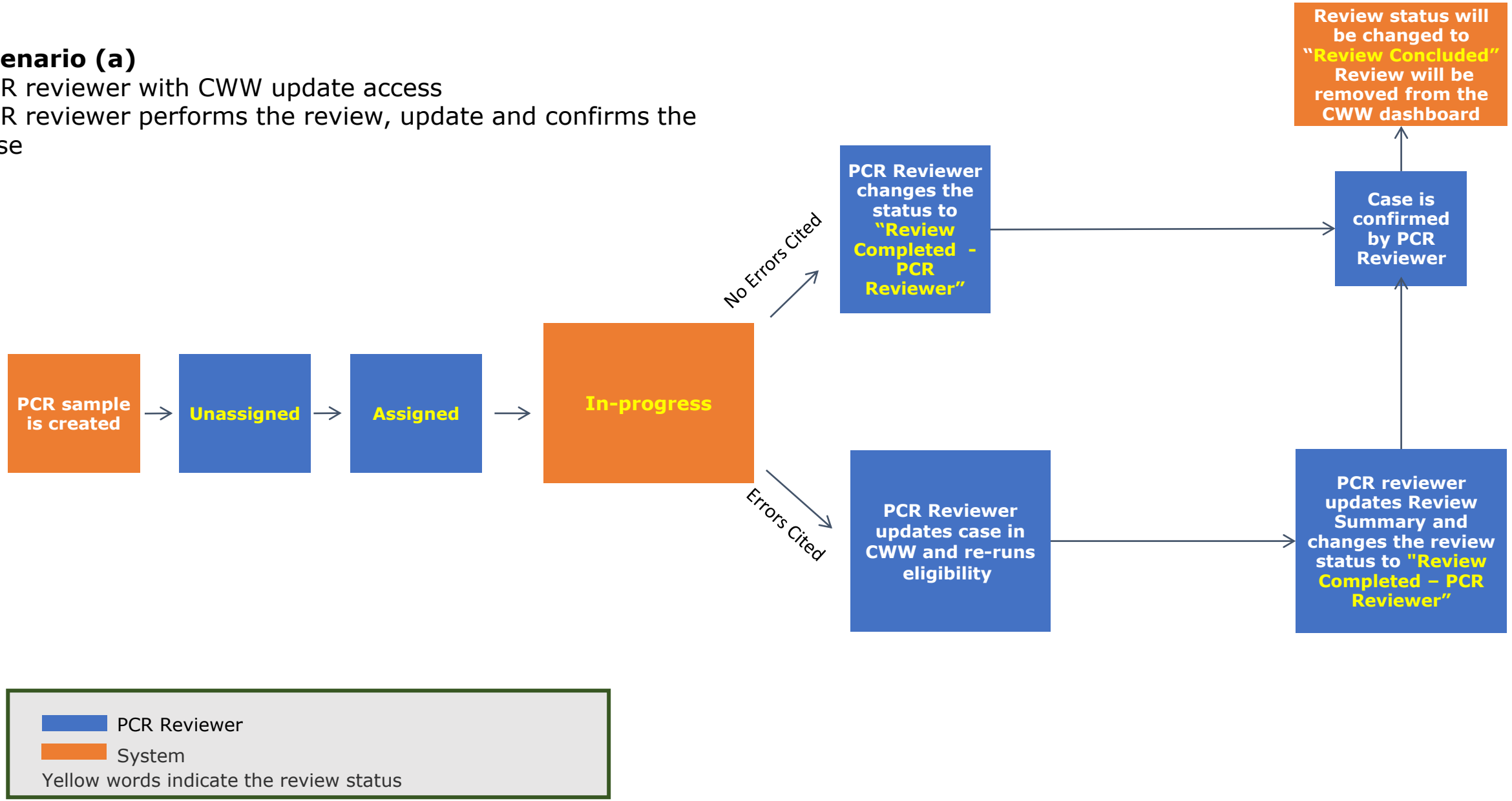
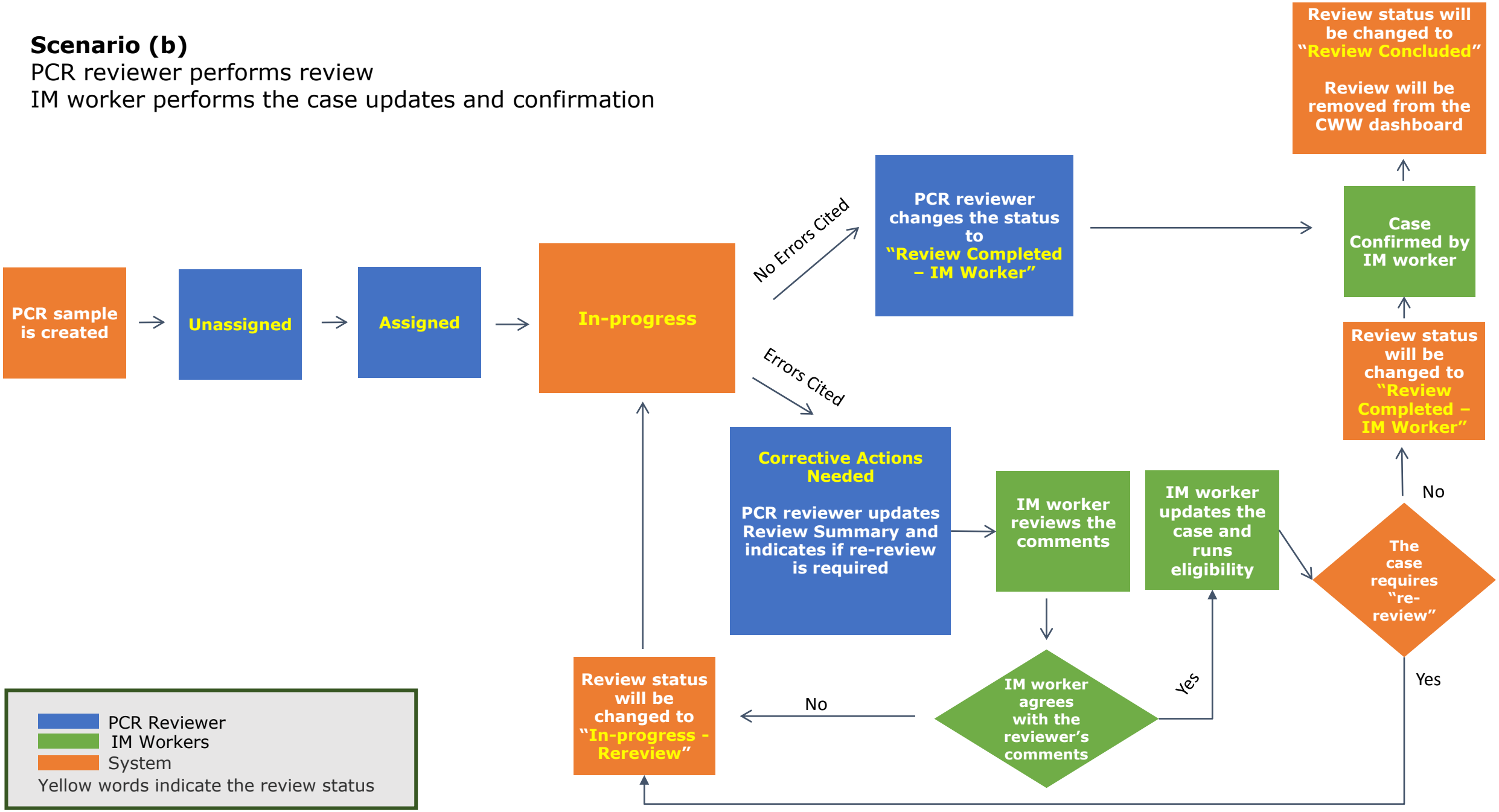
4. Caseworker(IM) Workload Management

Enhance the CWW dashboard to “hold” the cases that are routed for pre-certification review and disable confirmation permissions before the PCR process is completed. The IM workers can track the progress of PCR review through enhanced CWW dashboard. New work item will be generated to inform the IM worker to either fix the errors or to confirm the case.

High Level Process Flow



Scenario (a)
PCR reviewer with CWW update access
PCR reviewer performs the review, update and confirms the case



Scenario (b)
PCR reviewer performs review
IM worker performs the case updates and confirmation