2018 Annual Report of Suggested Improvement Ideas

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1 DOCUMENT CONTROL

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1.1   DOCUMENT INFORMATION PAGE

Required Information	Definition
Document Title	2018 Annual Report of Suggested Improvement Ideas
Version:	0.1
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1.2   AMENDMENT HISTORY

The following Amendment History log contains a record of changes made to this document:

Date	Document Version	Author	Reason for Change	Changes (Section, Page(s) and Text Revised)
4/4/2018	0.1		Initial draft	

2 2010 ITB REQUIREMENT

The Request for Proposal (RFP) requires DXC to deliver a list of improvement ideas to the Agency on a yearly basis. The specific RFP requirement is documented below:

RFP Requirement
ITB Requirement 3.01.11 - The Vendor shall produce an annual report of suggested improvements with high-level estimates of effort for each subsystem. These reports will be submitted to the Agency before the end of the first quarter of the calendar year. A meeting will be scheduled with the Functional Process owner and Agency representatives one (1) week after delivery of the report.

3 DXC IMPROVEMENT IDEAS

3.1 WEB GLOBAL MESSAGE PANEL

3.1.1 Proposed Solution

Use the Global Message panel (already exists in the Web Portal Admin accounts), along with the t_web_message table (which stores messages created in that panel), and add an HTML block above the login panel to display messages to users.

3.1.2 Benefits

This would allow us to add banner messages from the UI rather than altering code and it would provide DXC with a way to add start and end dates to those messages so they automatically start and stop displaying when needed. This would also eliminate issue of banner messages being overwritten on Production promotions, requiring UI resources to repost messages each promotion. Estimated amount of time saved every time a message is posted: 15 to 20 minutes

3.1.3 Estimate

SE: 60 hours
BA: 30 hours

3.2   FEITH – MERGING SUPPORTING DOCUMENTATION

3.2.1   Proposed Solution

Merge new faxes with the existing digital submission allowing just one window to be open to see the faxes without having to use leaps. Workflow forms will be added as document comments rather than as new documents in file cabinets.

3.2.2   Benefits

This would benefit PA, Consent, and Enrollment Update immediately by improving user efficiency.

3.2.3   Estimate

SE: 0 hours
BA: 120 hours

Note: The Agency approved the creation of a CSR for this enhancement 1/25/2018, resulting in CSR EW2018012501 and the following COs:

CSR Type	ID	Defect Description	Reference CO	Subsystem	Grouping
CO	14727	Feith - Mother - Supporting Documentation Merging	EW2018012501	Feith	Operations CSR
CO	14728	Feith - Workflow - Dental PA Merge Fax	EW2018012501	Feith	Workflow
CO	14729	Feith - Workflow - Medical PA Merge Fax	EW2018012501	Feith	Workflow
CO	14736	Feith - Workflow - Dental PA Merge Workflow Forms	EW2018012501	Feith	Workflow
CO	14760	Feith - Workflow - CS1 Merge Faxes and WF Forms	EW2018012501	Feith	Workflow
CO	14774	Feith - WF - Rehab PA Merge Fax	EW2018012501	Feith	Workflow
CO	14776	Feith - WF - ERU Merge Faxes and Forms	EW2018012501	Feith	Workflow

3.3   DRUG REBATE – INVOICING CYCLE AUTOMATION

3.3.1   Proposed Solution

As part of the Drug Rebate Invoicing Cycle, there are 5 SQL queries that pull data each quarter after the cycle is completed. This is currently a manual process that requires an SE to run the queries, export the data to an excel spreadsheet, place the spreadsheets on the shared drive, and notify this data is available for pick up. An automated solution would be to create the reports in DSS and update the Drug Rebate universe as necessary. The DSS reports will be stored in the Business Objects repository and will be available for the user to refresh after the Drug Rebate Invoicing Cycle has completed or when needed.

3.3.2   Benefits

Automating this process will result in better resource efficiency as manual steps will be eliminated.

3.3.3   Estimate

SE: 100 hours
BA: 200 hours

Note: The Agency approved the creation of a CSR for this enhancement 1/25/2018, resulting in CSR DR2018032901.

3.4   CLAIMS – PANEL ENHANCEMENT

3.4.1   Proposed Solution

When researching claims for callers the EMC team is often asked the location and phone number of the provider that billed a duplicate claim. It would be beneficial to have a link on the claim that has the other providers contact information rather than having to search for the provider separately.

3.4.2   Benefits

Will reduce the amount of time callers need to be online with an agent, improving hold time targets.

3.4.3   Estimate

SE: 70 hours
BA: 35 hours

3.5 PROVIDER - RE-ENROLLMENT FACSIMILE LETTER

3.5.1 Proposed Solution

Add detailed steps to the re-enrollment letter to assist individual providers with downloading the facsimile.

3.5.2 Benefits

Will reduce the number of calls EMC agents receive, especially during heavy re-enrollment periods. Less calls will result in lower hold times.

3.5.3 Estimate

SE: 30 hours
BA: 20 hours

3.6 WEB PORTAL – UAT PIN LETTERS

3.6.1 Proposed Solution

Currently the UAT PIN letters generate the web address for production web portal. Update the letters to generate the UAT web address.

3.6.2 Benefits

Will reduce the number of calls EMC agents receive, resulting in lower hold times.

3.6.3 Estimate

SE: 24 hours
BA: 10 hours

3.7   WEB PORTAL – IGNORE CASE SENSITIVITY

3.7.1   Proposed Solution

Ignore case sensitivity for Username.

3.7.2   Benefits

Removing case sensitivity for Username would cut down on a lot of user confusion and reduce the number of calls EMC agents receive. Case insensitive usernames seem to be pretty standard for web applications.

3.7.3   Estimate

SE: 80 hours
BA: 25 hours

3.8 WEB PORTAL – PRODUCTION PIN LETTER GENERATION

3.8.1 Proposed Solution

Add functionality for password resets by the EMC help desk.

- Mandate two security questions. Answers will be case insensitive.
- Allow the EMC help desk to reset passwords and generate a one-time temporary password that can be faxed to the end user. The end user will be prompted to change the temporary password upon login.

If approved, further design discussion with the Agency will be needed.

3.8.2 Benefits

Improved user experience/functionality. End-user will be able to retain their same user ID instead of going through the registration process again.

3.8.3 Estimate

SE: 170 hours
BA: 35 hours