

LEANOhio

Ohio Department of Medicaid 9401 Process

January 23rd – 27th, 2017

How Did We Get Here?

- New eligibility system and changes to how 9401 form is used.
- Changes have created confusion, extra work and backlogs between agencies.
- Individuals have lost coverage, medication and services due to issues.

Team 94-Oh Yeah!

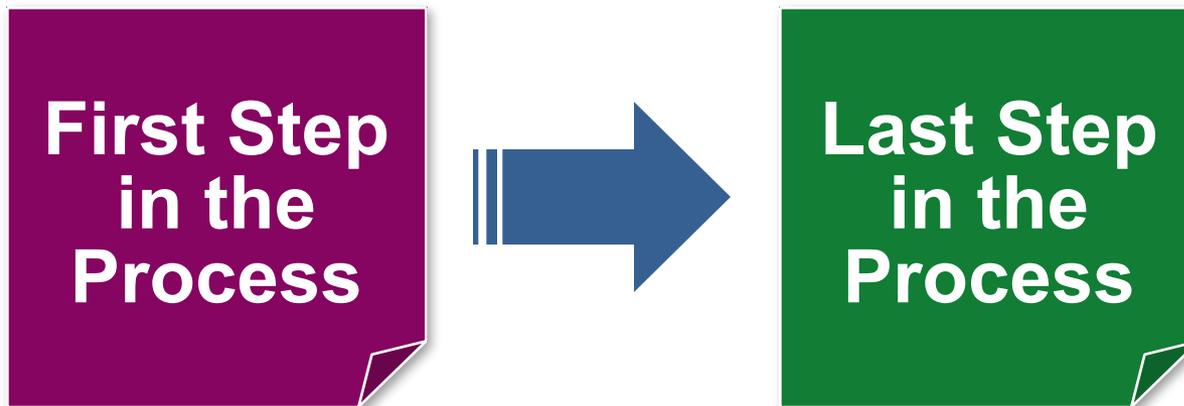


SIMPLER. FASTER. BETTER. LESS COSTLY.

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Event Scope

- What is the first step in the process?
 - Individual is admitted or transferred to nursing facility
- What is the final step in the process?
 - County JFS runs EDBC



Event Baseline Data

- Admissions
 - ~9500 since 8/1/2016
- Discharges
 - ~5272 since 8/1/2016
- Errors
 - ~25% incorrect
- Managed Care Admissions/Discharges/Corrections Data Cleanup
 - 11,000 currently submitted
 - 10,000 expected in next month

Process Improvement Goals

Evaluate 9401 form, workloads, involved individuals, and balance the work

Bridge communication gap between involved parties to eliminate confusion

Ensure timely entry of admissions and discharges and eliminate backlog to avoid patient loss of coverage and services

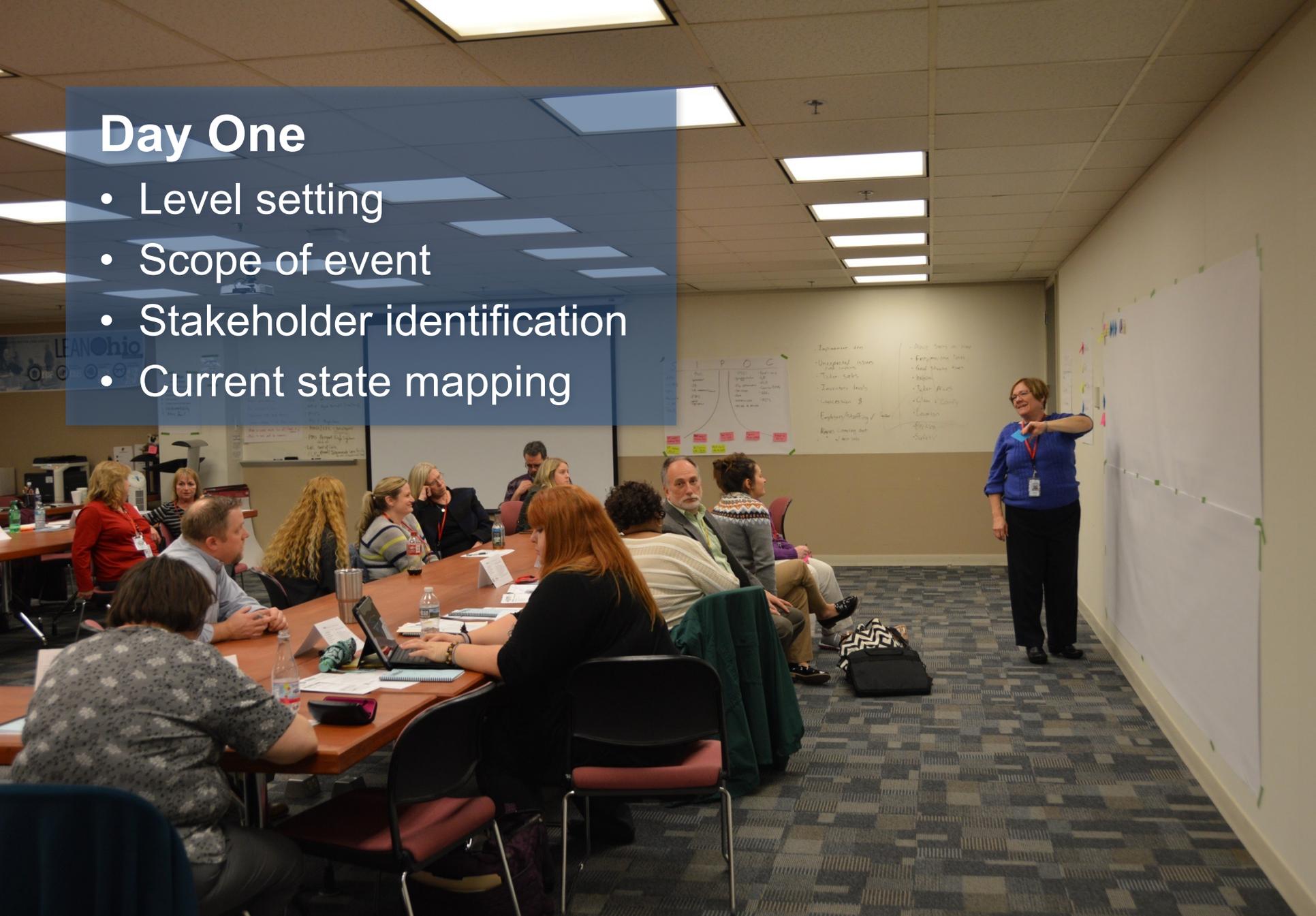
Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday



Day One

- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping



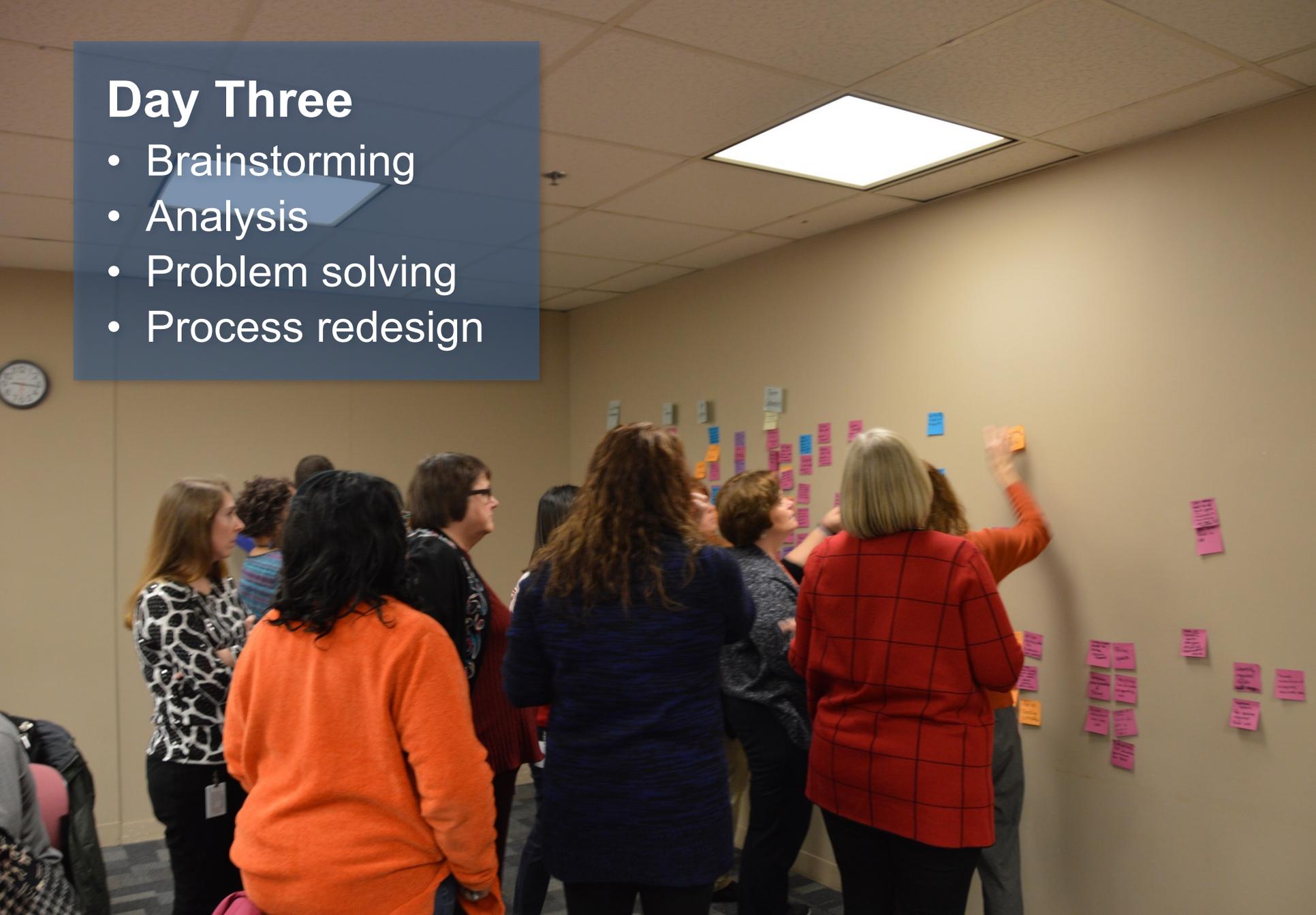


Day Two

- Finish current state mapping
- Waste identification
- Value added discussion
- Lean Six Sigma training

Day Three

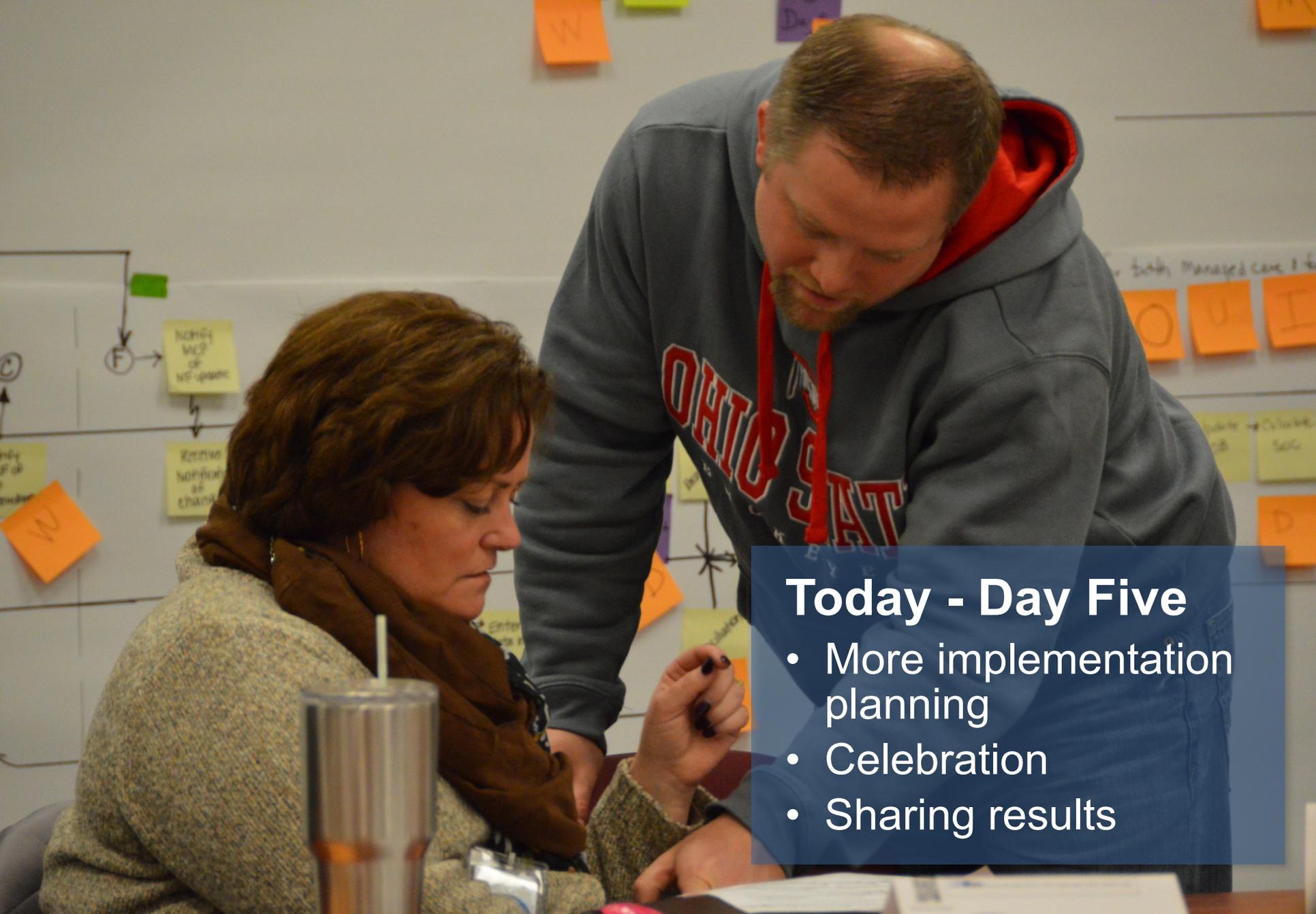
- Brainstorming
- Analysis
- Problem solving
- Process redesign





Day Four

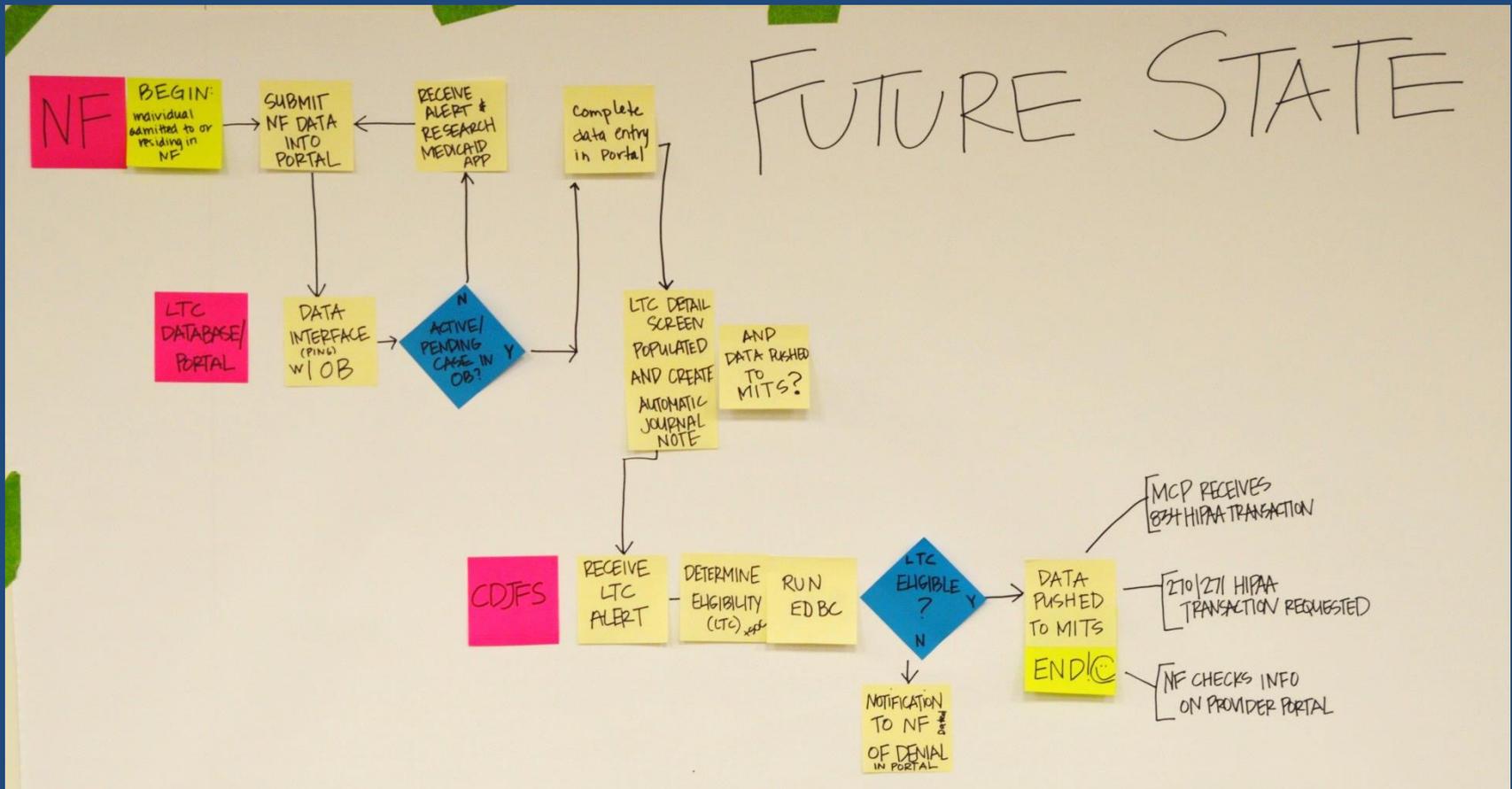
- Future State Process
- Discussion and consensus
- Implementation planning
- Details



Today - Day Five

- More implementation planning
- Celebration
- Sharing results

Future State



Simpler



- Three separate processes for different uses of the form rolled into one simplified process.
- Fewer handoffs and decision points means less opportunity for process breakdowns and access to care issues.
- Amount of research required will be reduced, making processing easier.

Faster



- A paperless process means faster and more accurate sharing of information.
- Workloads on PAA and CDJFS agencies reduced, which would decrease backlogs and processing time.
- Removed interdependency between LOC and 9401, reducing bottlenecks and processing time.

Better



- A more efficient process results in less loss of coverage and services for individuals.
- Reduction in manual work means more time for employees to devote to value added work.
- Less confusion among stakeholders about where to submit information and for what reason.
- New resource for all Medicaid individuals to report changes to CDJFSs.

Less Costly



- Approx. 30,000 sheets of paper saved annually by nursing facilities (9401s sent to ODM and AAAs).
- Eliminating duplicative entry will reduce need for staff augmentation.
- Less administrative burden on Managed Care Plans.

Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	70	10	86%
Decision Points	17	2	88%
Handoffs	15	5	67%
Delays	16	0	100%

Implementation Plans

- Training
- Policy
- Communication
- System Issues
- Miscellaneous

Training

What?	Who?	When?
<p>NFs - New form DJFS changes (9401) GDTC - Change report for availability</p>	<p>ODM Front Door Policy (Kelsey + Lesli) Mitch</p>	<p>Available Available 1wk before form go-live + ongoing (online instructional video) Video Conference call</p>
<p>LTC Db - NFs, ODM, PAAs, CDJFS OB changes - CDJFS + PAAs</p>	<p>ODM/TA (FDP) (Kelsey, Lesli, + Mitch) Accenture/ODM (Kelsey + Lesli)</p>	<p>One month before go-live As needed</p>
<p>CDJFS - Change report NFs ^{form availability}</p>	<p>TA (Mitch)</p>	<p>Video conference call in release month</p>

Policy

Policy

<u>What</u>	<u>Who</u>	<u>When</u>
<ul style="list-style-type: none"> OAC 5160-3-39 Notification of Admission, Death, Discharge, Hospice - modify language to reflect new reporting e.g. as designated by ODM Rescind/New? 	LTC Policy (Kim Donica)	9 months to 1 year
<ul style="list-style-type: none"> OAC 5160-3-02 Nursing Facility PA (see above) XXXXXXXXXX 	LTC Policy (Kim Donica)	9 months to 1 year
<ul style="list-style-type: none"> MCP & mCOP Provider Agreement Need to verify the 9401 Form is mentioned, then change agreement. 	Managed Care Policy (Mary S.)	30 days to 6 months

Policy

<u>What</u>	<u>Who</u>	<u>When</u>
<ul style="list-style-type: none"> OAC 5160-1-2-01 Consumer Changes - may need to be revised method to communicate a change. (Possible form or hotline) 	Eligibility Policy (Carolyn H.)	9 months
<ul style="list-style-type: none"> Items coming off 9401, does there need to be a new rule or just communicated. 	LTC Policy (input) Eligibility Policy & Managed Care Policy (input)	6 months

Communication

Betsy
Joan
Cheryl
Mark

What	Who	When
Notification of Training 1 month, 2 wks, 2 days prior	LTC Betsy TA	Prior to Training
Create calendar of Events	Betsy	When training is scheduled.
Keep Training Available for future Us.	LTC Joan TA	At end of training sessions
Distribute a Directory of who to contact when via email	<u>Cheryl</u> / Kelsey	ASAP
FAQ - to be developed	<u>Cheryl</u> / Kelsey TA	ASAP
Create email Group to keep in loop	<u>Kelsey</u>	2 wks

Report to LTC workgroup	Kelsey	2 wks
Report to NIF	Kelsey	Ongoing
Report to CDJFS Monthly Mtg Video Conf, Medicaid Matters	Mitch	
PAA's Attend Site director meeting	Kelsey Lesli	
Monthly Mtg of Kaizen group	Betsy	Monthly

System Issues

System Issues		
What	Who	When
OB Defects: <ul style="list-style-type: none"> • LTC Screen Detail • Patient Liability/SoL • Other • OB needs to correct ^{calls to} MITS 		
OB to MITS Interface <ul style="list-style-type: none"> • Edit Work (preventing Uploads) • Existing Data/Update Logic 		
OB - Modify to Address Loc. (Requires Discussion)		

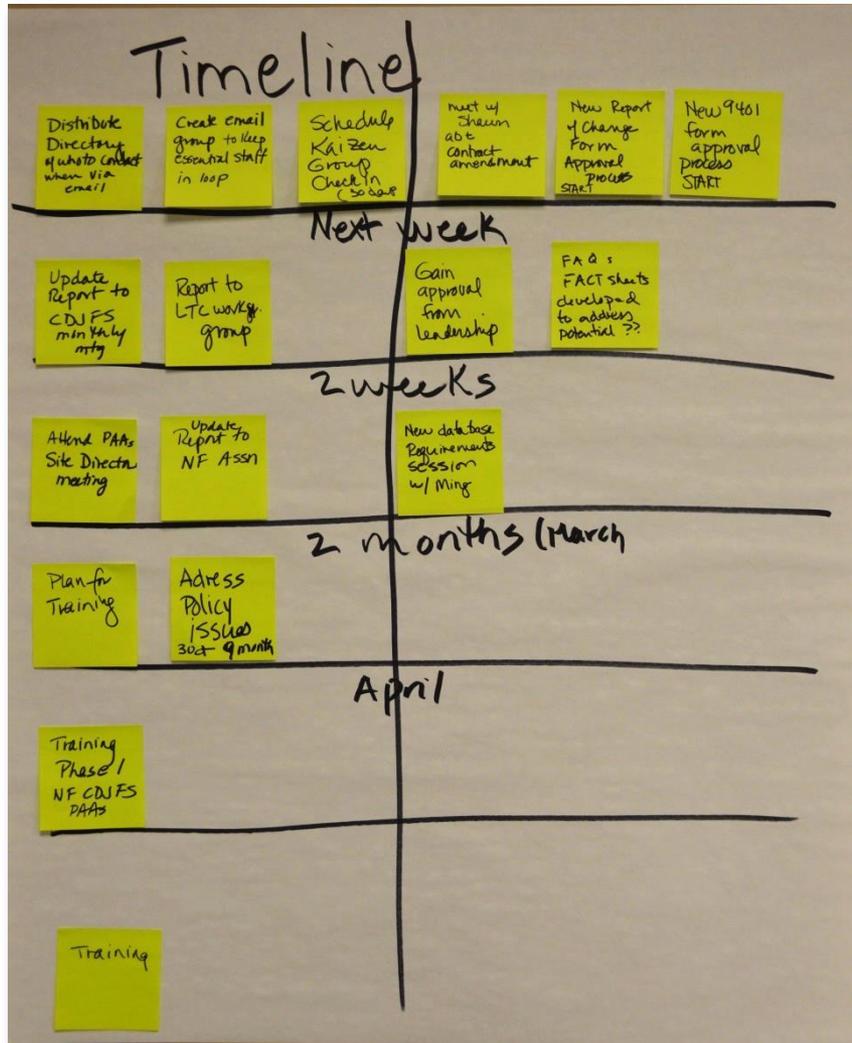
Build NF Portal <ul style="list-style-type: none"> • Security 		
Interface from NF Portal to OB		
Interface NF Portal to MITS (requires Discussion)		
System change to support address changes reported to consumer hotline		
System change to support address changes reported to consumer hotline *Needs different type of approval		

Miscellaneous

MISC.

What	Who	When
Requirements session in Ming		Mr 1
Approval from Leadership	Tonya	MM 2 weeks
New 9401 <small>Interrel Stakeholders - External</small>	Kelsy	start Monday Workgroup mtg 2 weeks
Report of New Change Form	Carolyn	start Monday 2 weeks
Talk with Shawn abt contract amendment	Carolyn Mary	next week

What Begins Monday?



- Begin approval process for new/changed forms
- Discussions on contract amendments
- Schedule regular Kaizen team check-in meetings
- Distribute communications directory

Special Thanks to...

Senior Leadership:

Barbara Sears, Director, ODM

Jim Tassie, Deputy Director, ODM

Brian Smith, Acting Deputy Director, ODM

Roger Fouts, Deputy Director, ODM

Team Leader:

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Sponsor:

Tonya Hawkins

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