

Approved:

03-26-12

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(Date)

MINUTES OF THE SENATE FINANCIAL INSTITUTIONS AND INSURANCE  
COMMITTEE

The meeting was called to order by Chairperson Ruth Teichman at 9:30 AM on Wednesday, February 1, 2012 in 152-S of the Capitol.

All members were present.

Committee staff present:

Bobbie Mariani, Fiscal Analyst, Kansas Research Department  
Melissa Calderwood, Kansas Legislative Research Department  
Heather O'Hara, Kansas Legislative Research Department  
Ken Wilke, Revisor of Statutes Office  
Marilyn Arnone, Committee Assistant

Conferees appearing before the Committee:

Dr. Robert Moser, Secretary, Kansas Department Health and Environment  
Anthony Schlinsog, Executive Chief Information Technology Officer, KDHE

Others in attendance:

See attached list.

Chair Teichman opened the meeting and called on Dr. Robert Moser to present an overview of the Kansas Eligibility Enforcement System (KEES) to the Committee.

KEES began as K-Med and after bringing SRS on board the name was changed. KEES is a platform for social services and other eligibility based programs to determine this eligibility quickly, protect the program integrity and reduce fraud. KDHE and SRS applications will be the first to be looked at on KEES. Recent application and case management was largely paper based and manual. A new system will update the processes to make it easy for applicants to use. The Implementation costs will be \$89 million. The Operations cost will be \$50 million. Phase I of the Implementation will be KDHE/KHCF public portal for online application for medical coverage and an online screening tool for Presumptive Eligibility for the summer of 2012. Phase

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II will be the Rollout of initial functionality for Medicaid/CHIP and other social services functions for Spring/Summer of 2013. Phase III is the rollout enhanced functionality for 2013 and additional phases will be releases of additional functionality until scope of contractual requirements are delivered.

Accenture is the host chosen. There are already some interfaces in place. Some current interfaces will be expanded and several new ones will be constructed. SRS has partnered with Accenture with the goal to establish and implement process changes which will produce immediate improvements for SRS employees who process cases in the field. A new process model has been redesigned and implemented in Wichita and will proceed to 14 additional offices in all SRS regions. A new emphasis is the concept of first contact resolution to all customer interactions, and to support first contact resolution, the agency will transition from managing caseloads to managing processes. In the first few weeks, at the Wichita model, wait times for an interview have been reduced and the percentage of cases completed at first contact have increased. Unnecessary client transactions have been decreased and this has resulted in a reduced number of complaints and reduced client wait time for essential benefits. Total clients served through lobby and non-lobby work was 10,401 and total cases completed during first contact were 7,210 making a completion rate of 69%. Avoided visits (2-4 additional) were near 28,840. The business design will also be incorporated as KEES moves forward in looking at how this works for office personnel and for rural communities where there might not be an SRS office and how it will work for the public. (Attachment 1)

Mr. Schlinsog presented the KEES program from the technical standpoint.

The overall program objectives are:

- Meet all KEES timelines and minimize risk of failure to meet these timelines
- The system and infrastructure must be flexible and scalable enough to support sharing of the eligibility system with other states
- The new system shall be built within the framework of Service Oriented Architecture to easily facilitate system interfaces
- Employ customer centric processes that make use of technology to allow for self-service based on the customers chosen venue and schedule, allowing citizens to apply for and access information about benefits, claims, and eligible household members at their convenience

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- The new system shall have a comprehensive workflow, tracking, and quality assurance mechanism to ensure that information entered at any entry point is as clean as possible and is processed as efficiently as possible
- Must be built with a sound architecture to allow for accurate data collection and reporting  
The vendor selected is Accenture as the hosting solution and recommends that the State
- Enhance the hosting contract to include a service level methodology appendix
- Include a transition assistance appendix which describes what happens if the State at some future point were to move these services to another vendor or in-source the services
- Include language in the contract which would provide more detail on how increased volumes either from other States and/or expansion of scope would be addressed

A Steering Committee, Executive Committee, and a Project Management Team are challenged to lead the KEES project making decisions concerning the project in a number of ways. KEES would be implemented in 4 phases to be completed in March 2014. (Attachment 2)

A question and answer period followed the presentations.

The Chair adjourned the meeting at 10:30 AM. The next meeting will be February 2, 2012.