ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
1		**Training**					
2	3	**Train & Enforce recognizing HCBS requests**	**Registration and Eligibility staff**	**Michelle Brooks**	5/15/2016		Training occurred for Registration Staff by 5/15/2016. Eligibility staff have been coached on correctly recognizing HCBS as well.
3		Develop Job Aid			5/1/2016	5/1/2016	Job Aid was created and staff trained on recognizing and assigning HCBS. Supervisors have worked with staff on recognizing as well.
4		Schedule training for Registration and provide training			5/15/2016	5/15/2016	Job Aid was created and staff trained on recognizing and assigning HCBS. Supervisors have worked with staff on recognizing as well.
5	5	Schedule and provide training for Eligibility			5/15/2016	5/15/2016	Job Aid was created and staff trained on recognizing and assigning HCBS. Supervisors have worked with staff on recognizing as well.
6	5	**Train & Enforce requesting the correct information/verification the first time**		**Michelle Brooks**	6/17/2016	6/17/2016	KDHE delivered RC training with June Release in KEES.
7		Develop checklist			6/15/2016		
8		Train on checklist			6/17/2016		
9		Evaluate Training/Checklist success (sample cases that requested verification)			6/30/2016		
10		Reevaluate sequence of verification request. For example: Should request be made before or after Social Security information is updated?			6/30/2016		Have reevaluated process, but will reassess after RC changes come in with June Release in KEES.
11		Implement system/process changes as appropriate			Ongoing		
12	11	**Train & Enforce uniform journal entry (style guide) by ES**	**Scott O'Mara**	**Michelle Brooks and Erin Petitjean**	Ongoing		Improved journaling practices will continue and may need adjusted and processes/policies change.
13		Research and offer solutions (ex: macro)			4/30/2016	4/30/2016	Case Log macro completed.
14		Develop needed material			Ongoing		Tips were provided to Maximus Supervisors by KDHE supervisors and shared with teams.
15		Schedule and provide training			5/2/2016	5/2/2016	Macro created by Maximus for all medical staff and currently in use.
16		Enforce and monitor compliance (sample cases processed)			5/2/2016	5/2/2016	Staff are to use case log macro and supervisors continue to work with staff to improve journaling.
17	14	**Train & Enforce communication related to business process & procedures (staff operating model fix)**		**Erin Petitjean and Michelle Brooks**			Expect to receive comments from KDHE back on first phase of policy/procedures on 6/17. Training needs will be identified.
18		Identify needed training			6/30/2016		Resources needed will be evaluated when policies/procedures are received back.
19		Identify resources needed			7/15/2016		List of trainings to develop completed by 7/31. There are many policy/procedures.
20		Develop training			7/31/2016		
21		Schedule and provide training			8/15/2016		4/27/2016 - Erin delivered Working Healthy Benefit Specialists Training - Implementation of New Streamline Communication with Clearinghouse.
22		Monitor success			Ongoing		Continue to monitor and work through system access issues.

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
23	15	Train & Enforce policy knowledge & business model training		Erin Pettijean and Michelle Brooks	7/8/2016	7/8/2016	State reviewed 34 Family Medical and other Eligibility Processing related Policy and Procedures.
24		Analyze process	DHCF Policy Team		7/22/2016	7/22/2016	State reviewing 36 E&D Medical Policy and Procedures.
					7/29/2016	7/29/2016	State reviewed 18 updated Registration and Customer Service Policy and Procedures.
25		Identify needed changes			6/10/2016	6/10/2016	Developed and updated some processes as of 6/10. Ex: Adding DPOA at Registration.
26		Deploy updated process(es)			6/30/2016		
27		Enforce			7/15/2016		
28		Monitor success			7/31/2016		
29	16	Train & Enforce specialty application processing		Erin Pettijean and Michelle Brooks	7/31/2016	7/27/2016 7/28/2016	Trained Spousal Impoverishment, level of care changes, trust and annuity process, working healthy, PMDT & DDS. Training new specialized items based on operational need. Training for HCBS and additional information trust and annuities is still TBD. Working with training and Russell Nittler on transitioning HCBS.
					8/31/2016	7/27/2016 7/28/2016	Specialized Resource training was delivered with priority given to specific resources in effort to reduce the backlog.
					8/3/2016	8/3/2016	Specialized Resource Training Lab was provided to those that attended training. Staff brought specific case questions and KDHE assisted with processing.
					9/30/2016		Transfers of Property/Voided Transfers of Property/Misappropriation/Hardship will be the next Specialized Resource Training delivered to MAXIMUS staff. KDHE will begin developing materials and training will be scheduled.
30	22	Train & Enforce application procedures					
		System Enhancements WIP					
31							
32		Identify needed training					Training needs have been identified for HCBS Application processing and E&D applications with specialized resources.
33		Identify resources needed					
34		Develop training					
35		Schedule and provide training				7/31/2016	
36		Monitor success					Specialized Resource training will be delivered mid to late July.

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
37	1A and 1B	Design & Implement the ability to send one system generated notice of application approval or denial, make NOA faster and smoother (1B)					The issue with 'one notice' was clarified by MAXIMUS to mean that when a consumer receives a determination for prior medical months and the current month, that instead of 4 notices (one per month) that one notice is generated instead. We will evaluate this with the KEES project to determine if this is already planned by Product.
38		Analyze		Allison Miller			Allison is on point to attend discussions with Accenture about CR560b, but meetings have not been scheduled.
39		Allison Miller to work with Accenture to review CR 560b in conjunction with this toe-tag and analyze if the CR needs to be modified to accommodate these issues and/or propose an alternate solution.					Allison Miller is working with Accenture to review CR 560b and determine if the CR needs to be modified to address the identified issues and/or propose an alternate solution. 7-G-16: Allison completed her review of CR 560b and it only pertains to non-medical. No redesign will be required.
40		Identify all CRs related to NOAs and establish implementation date.					Allison is working with Allison Garcia and Cynthia to identify additional NOA fragments that need corrected a new CR will be drafted with a proposed January 11 implementation date. 7-6-16: A CR has been drafted and is currently under review by the SMEs. 7-22-16 update: several NOA enhancements are being deployed with the July release on July 24 2016.
41		Design					
42		Review					
43		Approve					
44		Construct					
45		Test					
46		Implement					
47	2	Enforce business model for UMN timeframe processing	Rolando Garcia, Amanda Corneliusen,Sheri Roudolph,Jerri Scott,Misty Bosch-Hastings,Sara Love,Cortney Vigneron,Shannon Shaddox,Laura Woodworth	Willie Rice	5/2/2016	5/2/2016	Implemented UMN Database.
48		Phase 1: (Focusing Supervisors and staff on prioritizing UMN's)					
49		Phase 2: (When task priority change is tracked on reports can monitor when a UMN task is started)					
50	13	Design & Implement the ability to eliminate data acceptance for information already in the system (e.g. applicant address) Work already in progress. See CR 610.		Jaimie Wills		Partially Implemented 9/2016	CR-610 is schedule to be implemented in the August release.

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
		Phase 1: J. Garcia to explore possibility of modifying current design or propose alternate solution.	Jonathan/Accenture				5/9-Changes to CR610 would compromise its implementation date with the August scheduled release.
51		Analyze					
52		Design					
53		Review					
54		Approve					
55		Construct					
56		Test					
57		Implement					
		Phase 2: Additional CR					
60	17	**Design & Implement verification source update when system does not verify**		Jaimie Wills			
61		Analyze					
62		Design					
63		Review					
64		Approve					
65		Construct					
66		Test					
67		Implement					
68		Analysis of cause					
69		Estimate level of effort					
70		Prioritize system work - Jonathan Garcia 1) review 110				Partially implemented 6/2016	
71	18	**Design & Implement an ability for Maximus to have access to KDADS' system to get CARE scores**	Virginia			Aug-16	
72		Work in progress with KDADS legal to establish a DUA between KDADS and MAXIMUS to allow for access					
73		**Future System Enhancements**					
74	4	**Analyze why downstream tasks does not hold priority of data entry tasks.**		Jaimie Wills			6-27-16 The Clearinghouse is reviewing their internal procedures. Data Entry tasks are stand-alone tasks and not a part of task workflow. Jonathan Garcia is going to work on a CR to add an Urgent task priority to the drop down menu on the Worker Portal. This CR has been prioritized on the enhancement worklist. 7-8-16: The CR for this has been drafted and is under review by the Project SMEs. It is currently priority number 4 for the September release.
75		Identify potential defect					
76		If no defect exists identified analyze cause. Estimate level of effort and prioritize system work. If defect exists determine implementation date of defect.					

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
77		If no implementation date, then prioritize.					
78		Design & Implement the ability for tasks to hold same priority status throughout process		Jaimie Wills			6-27-16 The Clearinghouse is checking to determine if this is still occurring. This was remediated in an earlier defect remediation build. 7-6-16: The Clearinghouse reports that this is largely working now and they will create an incident ticket if they encounter it again.
79		Analyze				Jul-16	
80		Identify potential defect. If no defect exists, identify and analyze cause if defect exists determine implementation date of defect. If no implementation date, prioritize					
81		Design					
82		Review					
83		Approve					
84		Construct					
85		Test					
86		Implement					
87	6	Design & Implement a staggered (constant volume) review mailing		Jeanine Schieferecke and Jaimie Wills			6-27-16 Accenture is working with the product team to determine whether the product can support staggered mailing. This is not currently available. If the product does not support this a CR will be developed for Kansas customization of the system.
88		Analyze					Discussions with Accenture will need to be scheduled ASAP to determine specific activities.
89		Identify feasibility of staggering review mailing based on regulations and policies					Policy team is reviewing requirements and will present initial findings to leadership.
90		Identify system changes require to accommodate staggered mailing					
91		Analyze level of effort					
92		Prioritize system work					
93		Design					
94		Review					
95		Approve					
96		Construct					
97		Test					
98		Implement					

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
99	7	**Analyze cause of process application task not generated after completing an intake task; then Design & Implement fix**		Jaimie Wills			6-27-16 The Clearinghouse is going to confirm that this is still happening and provide examples of this to the BST who will analyze and create a defect if necessary to remediate the issue. This issue is believed to have been resolved with an earlier defect remediation release. 7-6-16: Clearinghouse yet to confirm if this is still happening. Committed to reviewing for next week's meeting.
100		Analysis of cause					
101		Estimate level of effort					
102		Prioritize system work					
103	8	**Analyze reason for insufficient data fields on application screen eligibility; Then Design & Implement fix (if indicated)**		Jeanine Schieferecke and Jaimie Wills			**Policy Team, with Accenture, will need to develop the list of edits and changes necessary.**
104		Explore with CMS the feasibility of adding edits to SSP to improve quality of information					KDHE will make contact with CMS to determine approval process for SSP updates. 7-6-16: This item is still under internal review.
105		Estimate level of effort to add edits if there is positive response from CMS					
106		Prioritize system work					
107	9	**Analyze cause of intake tasks and documents not linking to the case after e-linking; Then Design & Implement fix**		Jaimie Wills		Jul-16	6-27-16 This issue is believed to have been resolved with an earlier remediation build and the BST is not getting reports of this issue. The Clearinghouse is going to investigate if this is still an issue and provide cases to the BST to review as necessary. 7-6-16: The Clearinghouse reports that this incident has been resolved.
108		Analysis of cause					
109		Estimate level of effort					
110		Prioritize system work					
111	19	**Analyze reason for Trust/Annuity clearance stalling; Then Design & Implement fix**		Jeanine Schieferecke		Aug-16	Clearinghouse currently identifying all outstanding requests. Reason is lack of sufficient documentation being collected by eligibility staff and lack of trained resources to make determination.
112		Analyze the escalation process			6/17/2016		Process to identify urgent requests refined.
113		Identify needed improvements			6/24/2016		Additional staff person trained to complete reviews.
114		Identify training needs			7/1/2016		

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
115		Develop training material					Training will be incremental. Full implementation won't occur until Fall, 2016
116		Schedule and provide training					
117	20	Analyze reasons for duplicate applicant ID's; Then Design & Implement fix		Jaimie Wills			A CR has been created and prioritized for Phase 3 to eliminate the ability to create duplicate SSNs in KEES. The project is working with DHCF policy staff to organize cleanup activity for existing duplicates. 7/22-16 update: Duplicate SSN cleanup effort has started and is making good progress
118		Analysis of cause					
119		Estimate level of effort					
120		Prioritize system work					
121	21	Analyze reasons for incorrect EDBC results; Then Design & Implement fix		Jaimie Wills	Sep-16		
122		Analyze root cause					
123		If system issue estimate level of effort; if training issue - Provide training to staff					
124		If system related prioritize system work					
125	23	Analyze reason for missing review date in KEES; Then Design & Implement fix		Jaimie Wills		Partially Implemented 9/2016	
126		Analysis of cause					
127		Estimate level of effort					
128		Prioritize system work					
129	26	Analyze why system deletes information on data entered into worker portal; Then Design & Implement fix		Jaimie Wills			Edits have been applied for all fields in the Worker Portal required by KEES to process an application.
130		Analysis of cause					
131		Estimate level of effort					
132		Prioritize system work					
133	27	Analyze causes of duplicate intake tasks; Then Design & Implement fix		Jaimie Wills			
134		Analysis of cause					
135		Estimate level of effort					
136		Prioritize system work					
137	10	Design & Implement the ability to change document type per specialty application		Jaimie Wills			
138		Analyze					
139		Analysis of design changes required					
140		Estimate level of effort					
141		Prioritize system work					
142		Design					
143		Review					

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
144		Approve					
145		Construct					
146		Test					
147		Implement					
148	12	**Design & Implement the ability to correctly use information directly from application(s)**		Jaimie Wills			
149		**Analyze**					
150		Analysis of Cause					
151		Estimate level of effort					
152		Prioritize system work					
153		Design					
154		Review					
155		Approve					
156		Construct					
157		Test					
158		Implement					
159	24	**Design & Implement the ability to give TXIX coverage without completing an override for LTC cases with MDN aid code**		Jaimie Wills		Sep-16	This is CR - 569 scheduled to be implemented in August, 2016. HPE changes necessary to support this implementation are on schedule.
160		**Analyze**					
161		Analysis of Cause					
162		Estimate level of effort					
163		Prioritize system work					
164		Design					
165		Review					
166		Approve					
167		Construct					
168		Test					
169		Implement					
170	25	**Design & Implement case numbers printed on every page of the pre-populated review form**	Jaimie Wills				
171		**Analyze**					
172		Estimate level of effort					
173		Design					
174		Review					
175		Approve					
176		Construct					
177		Test					
178		Implement					
179		Prioritize system work					

ID #	Overall Rank	Task Name	Resource Names	Manager	Due Date	Completed	Comments
180	28	Design & Implement the ability to see who entered an application into worker portal		Jaimie Wills			
181		**Analyze**					
182		Estimate level of effort					
183		Design					
184		Review					
185		Approve					
186		Construct					
187		Test					
188		Implement					
189		Prioritize system work					
190	29	Design & Implement the ability to start the 90-day transfer for spousal impoverishment cases the day the case is approved instead of the day of application		Jaimie Wills			
191		**Analyze**					
192		Estimate level of effort					
193		Design					
194		Review					
195		Approve					
196		Construct					
197		Test					
198		Implement					
199		Prioritize system work					