DE24011 DBME Returned Mail Solution

State of Arizona – DES

Informational Update

October ITAC

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision
A Thriving Arizona

Agency Mission
To strengthen individuals, families and communities for a better quality of life

Project Team Introduction

Roles Present at ITAC

- Mark Darmer - CIO

- Justin Harris - DBME Project Manager

- Ernest Baca - FAA Systems

Project Description

Description of Project

The Federal mandate states any returned mail in response to a redetermination of eligibility, must undertake a good faith effort to contact an individual using more than one modality prior to disenrollment on the basis of returned mail. For the purposes of meeting this returned mail condition, a good-faith effort to contact an individual using more than one modality means:

> (1) consistent with section 6008(f)(2)(B) of the FFCRA, the state has a process in place to obtain up to-date mailing addresses and additional contact information (including phone numbers and email addresses) for all beneficiaries for whom the state conducts a renewal of eligibility; and

> (2) the state attempts to reach an individual whose mail is returned through at least two modalities using the most up-to-date contact information the state has for the individual, which could include a forwarding address if one is provided on the returned mail. Complying with all applicable advance notice and fair hearing requirements at 42 CFR § 435.917 and 42 CFR Part 431, Subpart E.

The solution will allow the Division to meet our regulatory requirement, provide better customer service by preventing eligible Medical Assistance (MA) customers from losing MA benefits, and a cost savings by preventing the increased workload from re-applications and appeals.

Project Description

Description of Project

The Robotic Process Automation (RPA Bot) solution will process the "Good" scans which contain data that can be extracted and thus automatically update customer address information, if applicable. The three main buckets of returned mail for Medicaid recipients are: Return Response Requested (RRR), No Return Response Required (NRRR) & Other. Each bucket comprises In State and Out of State. The solution will process and document the steps taken by AZDES for each piece of returned mail and facilitate notifying AHCCCS customers in a timely and reportable manner.

At present Division of Benefit Medical Eligibility (DBME) at capacity with 22 staff and cannot process 83% of MA mail. The cost to process one piece of mail for a human is $3.62, the cost per item with robots will be $1.09 - the latter includes annualized software costs, maintenance/support, code updates, total cost of ownership.

With automation capacity will increase by 735%. The new RPA solution will give DBME the power to process all Medicaid returned mail each year.

Process high level overview: Process mail in a timely manner. Ingest and scan envelopes (return mail). Digitize the physical envelope and use document understanding to extract new contact information. Update Health-e-Arizona Plus (HEAplus) with address. Record case note of actions.

Project Status

Why we are returning:

- The current project is roughly ⅔ completed. The project became delayed due to additional security documentation required from AHCCCS to be completed. In addition, DES Division of Technology Services (DTS) has created a new server and pending approval by DTS and then AHCCCS.
- AHCCCS "suspended for unauthorized use" DBMEs access in the testing environment on 8/9/2024. The vendor project team Accelirate was released on 8/30/24 due to this delay.

Updates

- Move end dates from October, 2024 to March 2025.
- Change request forthcoming in November ITAC.

Current Project Timeline

Date	10/23	11/23	12/23	1/24	2/24	3/24	6/24	7/24	8/24	9/24	10/24
Order/Build	███	███	███								
Set-up/Training			███								
Payment of Invoice			███	███	███	███					
Phase 2 Initiation & Staffing*				███							
Phase 2 Kickoff*				███							
Sprint 1 - 5*					███	███	███	███			
Lessons Learned*								███	███		
Payment of Invoice*									███	███	███
Close out Report*									███	███	███

Project Health Card

Overall Project Health is Red

Schedule	🟥	• The project became delayed due to additional security documentation required from AHCCCS to be completed plus the creation and approval of a new server by DTS.
Milestones	🟥	• Due to the delay, the last few milestone completion dates will shift.
Budget	🟩	• Expect budget to come under the approved amount, including 10% variance.
Issues	🟥	• Timeframe for AHCCCS to approve Security Review.

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Q & A
Session