



## **FAMILY SUPPORT DIVISION SYSTEM UPDATE**

**February 17, 2015**

### **Missouri Eligibility Determination and Enrollment System (MEDES)**

- **MEDES Stabilization and Performance**
  - Balancing new development and maintaining system performance
  - Several production bug fixes completed and more planned
  - January 13 fix – tremendous impact on daily production
  - Chart – MEDES Pending
  - Federal Hub Interfaces
    - Social Security interfaces operating real-time
    - IRS Income – pending verification by IV&V contractor
- **FFM Account Transfers**
  - Account transfers being sent and received through MEDES automatically
  - Open enrollment November 15, 2014 – February 15, 2015
    - Received = 29,376
    - Processed = 16,139
      - Approved = 2,928 (18%)
      - Rejected = 13,211 (82%)
    - Pending = 13,237
- **Other Metrics**
  - 367,000 participants currently case managed by MEDES (end of January)
  - 50%+ applications now coming in through internet (5,000/month) or phone center (2,000/month)
  - Caseload – 881,000 as of end of January.

### **Electronic Document Management System (EDMS)**

- Still in SharePoint – enhanced search capabilities and staff training
- Phase I migration to FileNet scheduled for late February

## **NON-MAGI ABD Enhancements**

- Provider access to clients' dates of redetermination (through e-MOMED) – in process
- Changes to assist applicants (in process)
  - Early start (60 day advance) reinvestigation (in process)
  - Simplified application/color coded documents (in process)
  - Robo call reminders of required forms, filings due (in process)
  - Fillable PDF and Word applications on-line (March)
  - Changes in letter dating on 10 day requests (in process)
- Triaged work assignment; additional specialized offices (in process)
  - Vernon County Office – SSI Fast Track
  - Greene County Office – MRT cases immediately transferred
  - Warren County – Blind
- FAMIS changes made to prevent applications in process from being wrongly rejected
- Overtime and staff reassignment to focus on ABD processing

# Medicaid MAGI Pend

