

## WHAT IS IN A NAME?

**Modernization & Health Insurance Exchange (MaX)** – This new name signifies a unified team and representation of our mission: to provide online access to services and benefits processing by improving the effectiveness with the best available technology support systems.

**DHS Modernization** – A DHS-wide portfolio of programs focused on process and system improvement. It aims to increase online access and caseworker efficiencies utilizing eligibility automation, telephony and legacy systems

**Oregon Health Insurance Exchange-IT (HIX-IT)** – A MaX program. It aims to provide useful and timely assistance to Oregonians by improving access to insurance coverage and healthcare, and the comprehensive user experience.

**Health Insurance Exchange Corporation** – The Oregon Health Insurance Exchange is a central marketplace where consumers and small employers can shop for health insurance plans and get help paying for coverage. The Exchange will make it easy for Oregonians to compare their health coverage options and find out if they are eligible for financial assistance, starting in October 2013

### Business Transition Team

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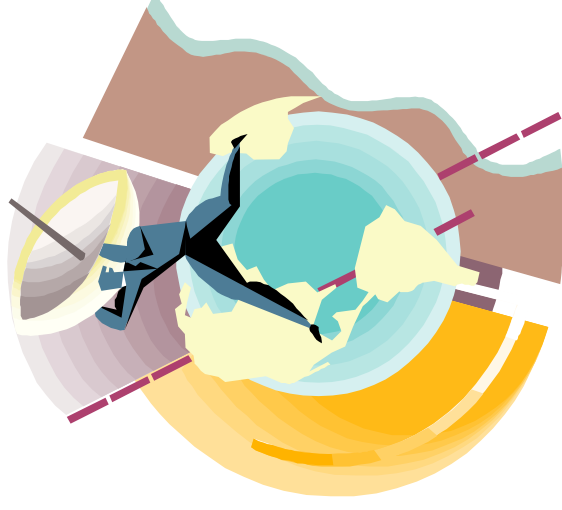
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# Change Leaders

**Having the conversation- a tool to communicate the up coming changes within DHS and OHA**



**Business Transition Team**

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**[www.dhs.state.or.us/modernization/](http://www.dhs.state.or.us/modernization/)**

## SHARE THIS WITH STAFF

MAX Communication Sessions –  
*Contemplating Change*

Formerly called “Listening Sessions,” these have been renamed to better describe the true purpose of these field visits:

- Erinn Kelley-Siel will be introducing MAX and the Communication Session initiative in her updates
- BTT will be contacting your local office management team to begin the conversation around change and the Communication Session – We NEED Change Leaders help begin these conversations!

We are working with the State of OR communications officers to map out a communication plan. Currently, specific details about programs require approval – we’re working to streamline this path, so you can share more program details with your staff, sooner.

## SHARE THIS WITH MANAGEMENT

- The Executive Steering Committee has made the decision to replace CAPI with an Oracle (Seibel) application and include some medical information; this project is now known as the “Initial Win”. The next steps for the MAX Modernization team are to work along side Oracle to create a charter and develop a scope for the Initial Win project.
- What is Master Data Management - OHA – OIS – DHS Modernization is implementing Oracle’s MDM in order to provide a robust and comprehensive master data management solution. This will enable creation of a single view of person data for HIX and can be extended to every new or legacy application
- What is the Service Delivery Model – is an initiative chartered to develop efficiencies and improvement in how we deliver services to our clients. APD and SSP Operations Committees are the advocates behind the initiative and will support workgroups as service delivery model continues to evolve

## SURVIVAL GUIDE TIP #8

“Reengineer your job.

- Eliminate unnecessary steps,
- Get rid of busy work, and unload activities that don’t contribute enough to the organization’s current goals.
- Focus your efforts on “the right things”.
- And ditch those duties that don’t count much, even if you do them magnificently right.”