

WHAT IS IN A NAME?

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

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Change Leaders

Having the conversation- a tool to communicate the upcoming changes within DHS and OHA



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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 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!

BT is working with the State of OR Communications Officers to map out a communication plan.

- We’re working to streamline communication to ensure a consistent and accurate message is being conveyed.

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- What is Initial Win – The Executive Steering Committee has made the decision to replace CAPI with an Oracle (Seibel) application. This project is now known as the “Initial Win” because it’s the desire to have this project completed within a year’s time.
- What is Master Data Management – focus is on building the infrastructure necessary for multiple types of eligibility and enrollment. This will enable creation of a unified view of a client’s data for HIX, and can be extended to every new or legacy application
- What is the Service Delivery Model – 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.”