• **Initial Win:** The IW Team is working on Build 2 right now with lots of support from Oracle's development and project management team. This build focuses on the client portal and the caseworker's tools in Siebel. There will be 4 builds before the pilot, testing, and eventual rollout.

• **HIX-IT:** Exchange Corp is now Cover Oregon! This public corporation will administrate the Oregon Health Insurance Exchange currently being developed by the HIX-IT project. Visit http://www.coveroregon.org for more information.

More Info

Initial Win: the Siebel-based program that will replace CAPI. Allows online application for SNAP and medical.

HIX-IT: the information technology backbone of the future Oregon Health Insurance Exchange. When completed, the Exchange will provide a health insurance marketplace available to Oregon consumers in any of a variety of formats.

www.dhs.state.or.us/modernization/

--CUT HERE--

Change Leaders   **Having The Conversation With Managers**   **October 2012**

Initial Win

• Build 1 was successfully demonstrated to the HIX-IT project management team as part of a move towards greater collaboration between the two projects. Shared development and design resources will expedite both projects.

• The IW Team is working on Build 2 right now with lots of support from Oracle's development and project management team. This build focuses on the client portal and the caseworker's tools in Siebel.

• District, branch, and zip code data has been added to Siebel, and the development team is exploring ways to use this data to automate assignment of cases by zip code.

Service Delivery Model

• The four SDM workgroups (Assisted Service, Self Service, Consistency in Outcomes, and Cultural Changes) are in the process of preparing business cases for the changes that they will be recommending for DHS service improvements. The workgroups are:

• **Self Service:** The ability for our customers to apply for and access benefit information through any medium at all hours of the day.

• **Assisted Service:** Helping customers who wish human interaction through face to face, telephony or internet contact.

• **Consistency in Outcomes**: Seamless processes across and clear and consistent metrics across all branches statewide.

• **Cultural Changes:** Preparing staff to think about ways they can work differently.

OPA Rules

• The OPA Rules team has started work on integrating eligibility rules for the Health Insurance Exchange into their rulebase. Among other things, these rules determine what kinds of individuals and employees are eligible through coverage through the Exchange, and whether they're eligible for tax credits and employer co-pay on their premiums.

HIX-IT

• Exchange Corp is now Cover Oregon! This public corporation will administrate the Oregon Health Insurance Exchange currently being developed by the HIX-IT project. Visit http://www.coveroregon.org for more information.

www.dhs.state.or.us/modernization/