

DHS MODERNIZATION & OHA HIX-IT BUSINESS TRANSITION UPDATE

NOVEMBER 2012

1. Change Management

Change Leaders

This group is focused on assisting others through change, readiness assessment and serving as a point of contact for branches and districts.

- The monthly November meeting has been cancelled. The December 5th meeting has evolved into a larger in person meeting where Change Leaders have invited their Program Manager or member of their local leadership to attend. The goal is to bridge the communication between the Change Leader and Leadership, create an action plan to share the Modernization information with each district, and tackle open issues and questions for the Initial Win project.
- Change Leaders can also sign up for a supplemental webinar training by to using “Go-To Meeting” as a potential tool for reaching out to the branches in their Districts.

Business Transition Partners (BTP)

This group meets every other month. BT Partners is made up of representatives from all areas of central office. The meeting provides updates and the opportunity to share information about their experiences with the project or their needs related to the project.

- The November meeting was cancelled and project updates will be sent via email. Communication sessions have been scheduled for Central Office staff beginning in January and are available for sign up in the Learning Center.
- In person BTP meetings will resume once Central Office Communication Sessions have been completed.

Navigating Transition: Understanding, Leading, and Coaching Staff through Transformational Change

These workshops are designed to provide leaders with an overview of the organizational and individual change process and with specific, easy-to-apply tools to help them guide staff through changes associated with the Modernization, Health Systems Transformation and other efforts underway in DHS and OHA.

- BT is out on the road for these sessions with district leadership teams. They expect to complete the sessions in December.
- BT staff will continue to coordinate **all-staff** Modernization Communication Sessions in conjunction with the Navigating Transition Workshops. These sessions provide project updates and an Oracle – Siebel demo.

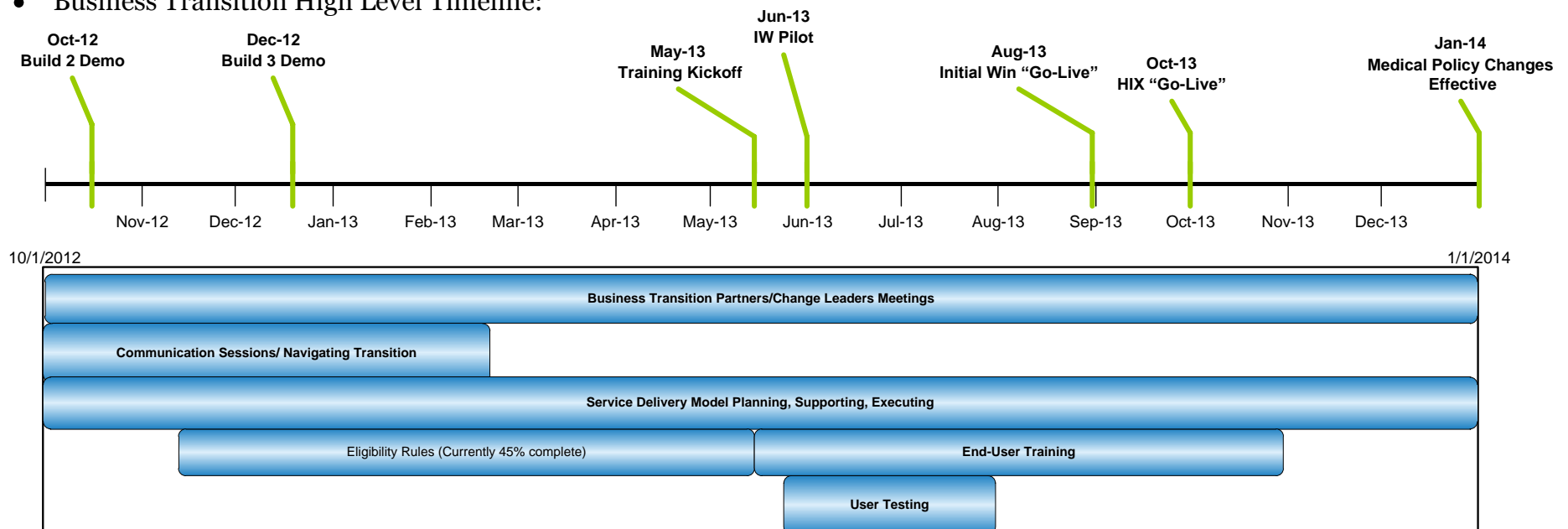
2. Technical Projects

Modernization Initial Project

“Initial Win” Online Application/Eligibility Determination

Participants, include SSP/APD/AAA field staff, Business Experts, Policy Analysts, Business Transition and Oracle staff. This team is charged with identifying business needs for the new online application and the software DHS - OHA staff will be using.

- Modernization is currently developing the new Client (Web) Portal and Oracle-Siebel software Caseworker Portal. Development will occur in four stages and is anticipated to conclude in March 2013, followed by User Acceptance Testing (UAT).
- This month the Business Transition Team put together two workgroups around the user experience for the Client Portal and Caseworker Portal; both groups include field staff, communications and policy analysts.
 - The Client Portal workgroup met twice to develop the User Interface (UI) for the client user experience. This group included clients and advocates. The focus of these meetings was to make recommendations on the look, feel and design that will best represent the needs of clients. Recommendations include-
 - Font type, size and color
 - Color combinations throughout the web site
 - Special effects including fly outs, hover menus, and rotating images
 - Banner look and placement
 - Navigation menus (top, left, right)
 - The Caseworker Portal workgroup was formed to help make decisions on workflow, content and verbiage requirements. We anticipate this workgroup will be ongoing to ensure input from field users.
- Business Transition High Level Timeline:



Health Insurance Exchange-IT (HIX-IT)

- The Health Insurance Exchange (HIX) Corporation has been renamed as “Cover Oregon.” The URL for their new site is coveroregon.com. *The OHA HIX-IT Project name will remain the same. This is the team that is building the Exchange. The organization that will administer the Exchange is now named Cover Oregon*
- HIX-IT and Modernization are meeting weekly to collaborate on the client and caseworker portal, eligibility rules and how the hand-off between the agencies will occur within the computer system.
- When the Cover Oregon website is ready for “Go Live” in October 2013, citizens will have instant and easy access to health coverage options and information. Support for this site is under development and may include customer service specialists, community partners, and insurance agents to provide one-on-one support.

CAP – Online Application & CAPI

- **All Online Application and CAPI questions/ requests should be reported to the Service Desk.**
- The Business Intelligence Unit is currently responsible for all CAPI reports, such as the ‘Monthly Total Online Applications Report’ and/or the ‘Eligibility Status Report.’ To track the ‘Total Online Applications’ submitted, please click here: [October 2012 Numbers](#)