

Description:

Kansas Health Policy Authority (KHPA) and Kansas Department of Social and Rehabilitation Services (SRS) have recognized a need to implement a new integrated benefits and eligibility information system in order to improve customer service, program effectiveness, and employee productivity.

Current system limitations:

- 20 year old system, using outdated technology that does not support existing programs.
- Mandated Federal and State program changes are frequent and often complex. The current system takes too long to change to meet these demands.
- The users are forced to use numerous manual work-arounds including making eligibility determinations on paper worksheets. This is inefficient and error prone and does not allow us to track vital eligibility information.
- The system cannot support the health reform agenda.
- The system cannot support the enrollment and membership management of the State Employee Health plan.

New system vision:

- Ability to support existing programs.
- Elimination of work-arounds through full automation of processes.
- Ability to add new programs and new federal requirements quickly.
- Ability to experiment with potential changes, improving policy decisions.
- Ability to monitor enrollment processes as well as outcomes, significantly enhancing management, oversight and performance accountability.
- Web based to enhance accessibility and ease of use.
- Ability to access system from a number of venues, broadening our efforts to enroll eligible, uninsured individuals.

Avenues

The Kansas eligibility and benefit administration System | 2007

KEY FACTS

Cost Estimate:

- Estimated cost for new joint system is \$45 million.
- Costs would be split among KHPA, SRS and the federal government and spread over three years beginning in FY 2009.
- Funding is requested as an enhancement for the FY 2009 budget.
- The on-going operating costs of the new system are unknown. The goal is to go through a competitive acquisition process. In the event there are no savings, with this acquisition the state will gain a superior and agile system with added features and functions to support the stakeholders' needs.

Population Served:

- Individuals and families who are eligible for federal or state medical programs and the uninsured Kansans at large estimated at 388,000.
- Individuals and families who are eligible for means tested federal or state assistance programs estimated at 280,000.