

# **Business Process Improvement (BPI) Project Online Representative System Project Project Vision Documentation - June 2005**

## **OVERVIEW**

The Online Representative System (ORS) is a relatively small application with minimal integration with the Dispute Resolution Information System (DRIS) and will establish the methods for collection of attorney fee data and the generation of automated orders to insurance carriers. The Online Representative System (ORS) potentially replaces two existing automated systems currently used for attorney fee processing: the current Web-enabled Attorney Fee Processing System (WAFPS), a web-site which enables attorneys to submit fees online, and Attorney Fee Processing System (AFPS), the Compass legacy engine for processing the data received via the online application and those received via hard-copy for manual data entry into the system. In our future business model, the Online Representative System (ORS) must be integrated into TXCOMP and support reporting information online, submission via batch file processing (either flat file or XML) or via data extraction off of the paper form (OCR) with our existing Tier One TXCOMP framework that includes workflow, document scanning and repository systems, EDI tools, correspondence and reporting engines, name and address standardization, the business rules engine, and the sending of required data back to the legacy application as needed.

## **Current Process and Issues**

Currently, attorneys who are handling workers' compensation claims and are licensed in the State of Texas, may submit their fee information by either submitting a paper form (currently entitled TWCC-152) or by using the Web-enabled Attorney Fee Processing System (WAFPS) that captures the information online. WAFPS currently resides on the Texas eGovernment Framework (TeGF) at <http://www.TexasOnline.com> and annual hosting fees are paid to support this application. All collected attorney fee data (by paper or WAFPS) is imported or data entered into and processed by the AFPS mainframe application. Using the AFPS application, staff members may approve or deny fee submissions that fall outside the guidelines for automated approval. Upon approval, the paper fee orders are printed and mailed to the appropriate insurance carriers and other claim parties.

### **Current Processing Issues**

- Many law firms and attorneys are continuing to submit fee requests using the paper form resulting in high numbers of paper documents and greater data entry efforts for staff due to the lack of a batch processing option
- Law firms and attorneys experience a longer than necessary cycle time between fee submission and fee payment
- Processing of attorney fee information is handled by two separate applications, neither of which resides within the BPI TXCOMP application where the process can take advantage of the its Services Oriented Architecture.

## **Project Vision:**

The TXCOMP Online Representative System will support the ability to use our optical character recognition engine (OCR) for the data typed or written on the paper form, which will reduce data entry efforts. Additionally, attorneys and internal staff will have the ability to update fee submission data while in pending status. Requests for attorney fees are routed via a workflow engine to the appropriate personnel for processing if manual review is required and, once approved, electronic fee orders are issued to the insurance carriers, reducing the cycle time between fee submission and payment. As an added benefit for large volume law firms, an XML schema (or flat file) will be developed for attorneys to send a file of fee submission data in a batch and we will construct a method to send acknowledgements using Secure File Transfer Protocol (SFTP) and trading partner accounts.

## **Project Objectives:**

This project satisfies several agency and BPI objectives:

- Elimination of all data entry and reduction in total paper attorney fee filings
- Migration of all attorney fee data to TXCOMP from COMPASS
- Realized annual cost savings by eliminating the online hosting fee currently expended
- Enabling attorneys and customers to view attorney fee data online
- Providing attorneys with an SFTP low cost option for sending & receiving data using XML format
- Reduced process cycle time for fee submissions

## **INITIAL PROPOSAL OF PROJECT ITERATIONS**

These phases are subject to change, but in order to break the project into manageable pieces, we will implement in these proposed phases subject to results of the detailed analysis and design:

- Phase I – Implementation of redesigned paper attorney fee application for OCR capabilities
  - Includes scanning and indexing process of paper form
  - Includes data migration of attorney fee data in COMPASS (AFPS)
  - Includes the migration to TXCOMP of the processing engine's logic for processing fees
  - Includes the data migration of all historic fee submission data from COMPASS
- Phase II – Online attorney fee filing and processing
  - Includes redesigned UI for attorney fee filing
  - Includes new UI for attorney fee processing
  - Includes electronic paper Order generation
  - Includes reports and correspondence
- Phase III – Electronic Fee Orders
  - Includes sending out attachments electronically
- Phase IV - Attorney fee XML intake and acknowledgement of receipt
  - Includes batch XML fee import and acknowledgements using SFTP accounts
  - Includes receiving attachments electronically

## **TXCOMP Scheduling Dependencies:**

- This project must happen AFTER the Incident and Participant Solutions and Workflow Management are in production
- Phase I and II should occur BEFORE Phase III
- Phase II may occur concurrent to Phase I and/or Phase III and/or any subsequently scheduled TXCOMP project
- Phase III and IV may be slated for delivery after all other applications are moved off of the mainframe as these are not functions supported by the mainframe today

## **Project's Role in Overall BPI Strategy**

This project is a significant milestone in the overall COMPASS to TXCOMP BPI conversion strategy due to the volume of fees processed annually. All other functionality required for the application pertains to the claim and participant data components of TXCOMP, currently in-progress.

### **The requirements phase of this initiative must consider:**

- The business requirements surrounding the need for attorneys to interact with an online attorney fee filing function; how such filings will be later viewed, modified, stored, and deleted. The online system must support reports and correspondence that will be generated due to the filing of such information.
- The business requirements for matching fee submissions to claims.
- The business requirements for workflow assignments of fee submissions to staff.

- The business requirements surrounding the establishment of a form capable of being set up for accurate OCR processing so that attorney fee data can be collected without any data entry volume for staff.
- The business requirements for OCR document scanning, indexing, data retrieval and document management of the imaged form.
- The business requirements around the XML intake of attorney fee data into TXCOMP and export of attorney fee XML acknowledgement via SFTP requirements
- The business requirements needed to redesign the existing UI for submission and viewing of attorney fee data by attorneys, claimants, and beneficiaries, and establish a new UI for online approval and attorney fee processing by staff.
- The business requirements for the logic required for replacement of the AFPS engine
- Data requirements for migration of legacy data to TXCOMP and for TXCOMP to pass data back to COMPASS only to the extent that data is required for downstream processing (DRIS)
- The business requirements for generating paper and electronic Orders for insurance carriers that encompasses electronic mailbox requirements

**The design phase of this initiative must consider HOW the above requirements will be realized and will also determine:**

- What business information is needed to appropriately manage and report activity in these components (data model) and what information (if any) should flow back to COMPASS (CLIP)
- Screen navigation and workflow; developed for ease of use, and based on TXCOMP standards
- Application business rules versus rules that should be extracted into Corticon
- Front and back-end document management system design requirements
- Report and Correspondence design requirements
- Critical interfaces between components
- Security and access to each component on various levels
- How must the security framework be extended to satisfy security and access requirements

### **ALIGNMENT WITH OVERALL BPI PROJECT GOALS/PHILOSOPHIES**

- Ensure solutions do not compromise strategic BPI initiatives and future modules scheduled to follow the implementation of the Online Representative System
- Decrease dependency on receiving and generating paper documents
- Expand existing functionality in order to allow for easier automated communication between customers and ensure new systems and processes are flexible
- Enable customers to self-serve for many processes that currently require staff intervention
- Simplify customers' processes and reduce process costs and processing cycle time
- Limit exception processing and promote a single workflow where possible
- Balance the protection of confidential data while providing services and access to customers

### **Involved Roles**

Involved Departments/Divisions: Field Services, Customer Services, Records Processing, Records Archiving, Hearings, Compliance and Practices, Agency Mail Intake, Strategic Planning, and BITS

Involved Roles (External): Injured Employees and their representatives; Insurance Carriers and their employees and representatives, and Attorney Fee Trading Partners and their employees

### **KNOWN SYSTEMS/PROGRAMS IMPACTED BY THE TXCOMP ONLINE REPRESENTATIVE SYSTEM**

TXCOMP

- Workflow (BPC)
- Datacap
- First Logic Address Standardization

- TruName Name Standardization
- Custom Organization Standardization Engine
- Corticon Business Rules Engine
- Correspondence Engine
- Crystal Reports
- Individual, Incident, and Organization Matching Engines
- Content Manager
- Ascential EDI (for XML phases)
- IWay Mainframe Gateway
- CLIP (Compass Legacy Interface Program)

COMPASS

- AFPS Attorney Fee Processing System
- COMPASS Letters and Reports
- DRIS Dispute Resolution Information System

OTHER

- WAFPS Web Attorney Fee Processing System

**PROJECT DELIVERABLES**

1. Preliminary Project Plan
2. Requirements Specification/Use Case Documentation
3. Elaboration and Object-Oriented Design Document
4. Documented Build and Test Plans
5. Development and implementation of Phase I components in TXCOMP test environment
6. Development and implementation of Phase II components in TXCOMP test environment
7. Development and implementation of Phase III components in TXCOMP test environment
8. Development and implementation of Phase IV components in TXCOMP test environment
9. Training Documentation
10. Deployment of each component into the TXCOMP production environment

**OUT OF SCOPE**

1. Any technology not already interfaced (e.g. fax-in/fax-out solution, etc.); we will only leverage the systems already in place for TXCOMP for this release unless a fax solution is purchased and integrated into the architecture before this application is developed
2. Any two way interfaces from COMPASS to TXCOMP (as opposed to our standard one-way flow of data from TXCOMP to COMPASS) to use TXCOMP data for COMPASS processes such as DRIS. We will send all data needed to continue current processing as-is over to COMPASS.