

**Business Process Improvement
e-Supplemental Income Benefits Project
Project Vision Document – July 2005**

EXECUTIVE TECHNOLOGY AND PROCESSING OVERVIEW

The Supplemental Income Benefits (SIBs) project will expand Tier One TXCOMP functionality. The Division is responsible for determining first quarter entitlement to Supplement Income Benefits (SIBs). There will be an interface to the SIBs system from the Impairment Rating Certification application for notification of certifications where the impairment rating is 15% or greater. This project will support the calculation of entitlement dates used for determining SIBs quarters, will generate all appropriate notifications, and will be interfaced with the Tier Two TXCOMP Dispute system for re-calculating Impairment Income Benefits (IIBs) quarters or eligibility determinations based on dispute resolution outcomes. Scheduled for Tier Three implementation, the SIBs project must be integrated for reporting information online by the injured worker or via data extraction off of a paper Form-52 (OCR) with our existing Tier One framework that includes workflow, document scanning and repository systems, Electronic Data Interchange (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

The SIBs entitlement determination application considers the doctor's MMI certification and the IR percentage relating to an injured worker to determine eligibility for benefits (15% or greater) as well as other criteria. If the system determines the paper Form-69 information to be incomplete, a clarification letter is automatically generated to request additional information from the doctor. Upon creation of the SIBs information, dates are automatically calculated for Impairment Income Benefits (IIBs) expiration and supplemental income benefits entitlement determinations. At 17 and 8 weeks prior to the expiration of the Impairment Income Benefit period, the system automatically generates a letter notifying the injured worker of possible entitlement to SIBs. Agency staff are only able to print letters on demand that have already been sent by the system. The letters are mailed to the injured worker with copies to the insurance carrier (IC) and the representative (if any), along with a pre-filled "Application for Supplemental Income Benefits" (currently TWCC-52) and a SIBs information sheet. A referral letter to the Texas Department of Assistive and Rehabilitative Services (DARS) is automatically generated at the same time the 17 and 8 week letters are issued.

If the application for SIBs is entered too early, (more than 4 weeks prior to expiration of IIBs), the system does not allow the form information to be saved,

and agency staff must generate manual a PC letter notifying the injured worker to re-file at the proper time.

SIBs cases are automatically assigned to field offices and Official Actions Officers (OAO) based on the designated field office managing the claim. OAOs are able to review SIBs applications requiring action and must enter additional data required for processing a SIBs request, (including commutation, contribution, MMI, IR, AWW, Form-52, etc.), in order to make a first quarter SIBs entitlement determination. Once the determination has been entered, the system automatically generates the appropriate letters to all parties. Calculations are automatically performed by the system and printed within the letters.

Prior to the initial determination of benefits being made and subsequent order for payment being issued, agency staff have the ability to cancel a request for SIBs. When SIBs are determined to be discontinued, agency staff have the ability to delete the SIBs information.

The MMI and IR data that the SIBs system utilizes is automatically updated when changes to this information occur due to an outcome of a dispute regarding MMI or impairment rating issues. The SIBs application uses this information to automatically recalculate the IIBs expiration date.

Employment status reviews are conducted annually, or by request, and the results of these reviews are maintained in the SIBs system.

Current Processing Issues

1. Paper forms require data entry effort for the agency.
2. Current system resides on COMPASS mainframe system that is being phased out and replaced by TXCOMP online system per the FY2005-2009 Strategic Plan.
3. No current method exists for collecting data required for SIBs determinations electronically.
4. No current method exists for auto-processing a SIBs request, therefore, manual intervention is always required by staff instead of exception-based processing.
5. The paper process allows an injured employee to file an inaccurate or incomplete application that results in a denial or follow-up by staff to obtain the missing information.

Project Vision

The TXCOMP online Supplemental Income Benefits System will expand on the Maximum Medical Improvement/Impairment Rating (MMI/IR) implementation, which enables certified doctors to file this MMI/IR information with the agency and will support the ability to use our optical or intelligent character recognition engine

(OCR/ICR) instead of data entering typed or written information from paper forms. Online applications will provide added convenience to injured workers with the potential for automated entitlement determinations and an immediate online notice of approval or denial. The online application will also ensure completeness of the application submitted. The TXCOMP application should be designed to potentially support future SIBs quarters being filed online by the injured employee and filed with the carrier using TXCOMP although this feature would not be in scope for the first release. The process envisioned would be streamlined to reduce cycle times, staff workload due to some potential for auto-processing, and data entry. Additionally, carriers would receive notifications regarding outcomes of SIBs entitlement determinations electronically.

Project Objectives

This project satisfies several of the agency and BPI objectives:

1. Decrease dependency on receiving and generating paper forms;
2. Expand existing functionality in order to allow easier automated communication between the agency and its customers and ensure new systems and processes are efficient and flexible;
3. Streamlined capture, collection and processing of data; reduced cycle time
4. Reduced data entry efforts;
5. Electronic notices to carriers regarding SIBs determinations

OUT OF SCOPE

1. Any technology not already interfaced; we will only leverage the systems already in place for TXCOMP for this release;
2. Any two-way interfaces from TXCOMP to COMPASS (as opposed to our standard one-way flow of data from TXCOMP to COMPASS) to use TXCOMP data for COMPASS processes. We will send all data needed to continue current processing as-is over to COMPASS.

INITIAL PROPOSAL OF PROJECT ITERATIONS

These phases are subject to change, but in order to break the project into manageable pieces, we will analyze as a whole but deploy in these proposed phases (subject to results of detailed analysis and design and the overall project schedule that must conclude by the end of FY07):

- Phase I – Migrate the request for Supplemental Income Benefits current process to TXCOMP
 - Includes OCR of incoming paper Form-52
 - Includes data migration of all SIBs information in COMPASS
 - Includes hard copy correspondence notifications to parties regarding outcomes
 - Includes any SIBs required reports

- Includes automated method for determining entitlement or eligibility, automatic calculation of dates and monthly payments for initial and subsequent quarters
- Includes workflow and processing required by Official Actions staff
- Phase II – Online requests for SIBs benefits
 - Includes online wizard to allow injured workers to submit requests online
 - Includes electronic attachments to requests for SIBs processing
 - Includes auto-processing of SIBs determinations with immediate online response to injured worker
 - Includes electronic notifications to carriers regarding first quarter entitlement outcomes
 - May include ability to file subsequent quarters using TXCOMP

TXCOMP Scheduling Dependencies

- This project must happen AFTER the Incident Solution – Claim Lifecycle is in production
- This project must happen AFTER the MMI/IR Solution
- This project may occur before or after DISPUTE, but the interface that would update SIBS regarding dispute outcomes (modifying SIBS data) must occur AFTER DISPUTE
- The electronic notices to carriers must occur AFTER the eBox Solution

Project's Role in Overall BPI Strategy

- Expanding existing functionality in order to allow easier automated communication to, from, and between divisions and customers;
- Enabling customers to self-serve;
- Simplifying customers' process and reduce processing costs;
- Limiting exception processing and promoting a single workflow;
- Balancing the protection of confidential data while providing services to customers.

The requirements phase of this initiative must consider:

- The business requirements surrounding the need for a customer to interact with an online Application to request Supplemental Income Benefits filing function; how such filings will later be viewed, modified, stored, and deleted. The online system must support correspondence that will be generated due to the filing of such information.
- The business requirements surrounding the establishment of a TWCC-52 paper form capable of being set up for accurate OCR/ICR processing so that data can be collected without any data entry volume for agency staff.
- The business requirements for workflow assignments to agency staff.
- The business requirements needed to establish new UIs to support SIBs processing.

- The business requirements for automating the determination of benefits entitlement.
- The business requirements for automatic calculation of dates and monthly payments for initial and subsequent quarters.
- The business requirements surrounding the generation of electronic correspondence to injured workers, insurance carriers, representatives and DARS.
- The business requirements for automated tracking and reporting of employment status and review outcomes.
- The business requirements surrounding online and on-demand management reports.
- Data requirements for MMI/IR and Dispute Resolution interfaces.
- Data requirements for migration of legacy data to TXCOMP and for TXCOMP to pass back to COMPASS only to the extent that data is required for downstream processing.

Involved Roles

Internal: Field Services, Customer Services, Medical Review, Compliance & Practices, Records Processing, Records Archiving, Hearings, Workers' Health & Safety, Division Mail Intake, Document Handling, Legal, Finance, Strategy Planning, and BITS

External: injured employees, their representatives, insurance carriers, employers, and their employees

KNOWN SYSTEMS/PROGRAMS IMPACTED BY THE TXCOMP SIBSSYSTEM

TXCOMP

- Incident Solution
- Medical and Indemnity Dispute and Issue Resolution
- Notice Solution
- Participant Solution
- 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
- IWay Mainframe Gateway
- CLIP (Compass Legacy Interface Program)

COMPASS

- SIBS
- DRIS

Project Deliverables

1. Preliminary Project Plan
2. Requirements Specification/Use Case Documentation
3. Elaboration and Object-Oriented Design Document
4. Development 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. Training documentation
8. Deployment of Phases I and II components in TXCOMP production environment