ChallengerSoft
Online Case Management and Tracking

Michigan Primary Care Association

What It Is
- ChallengerSoft is an innovative web-based case management system built on simple form-based data entry at the point of client service.

How It Works
- Challenger Soft users input data into a series of simple, secure online forms for storage in the organizational database and data reporting. The system is accessed online using a secure sign-on.
- After inputting a client record, front-line users receive reminders through the system to perform key tasks at points throughout a child's coverage year and have access to "canned" reports to plan their workload.
- Administrative users can monitor enrollments in "real time", staff productivity, outreach effectiveness and more through a flexible data analysis module built into the system.
- Administrators can also customize forms as needs arise and set permission levels for individual users in the system.

Successes
- ChallengerSoft allows MPCA to track interactions with our clients in a central, secure database. Not only does this avoid the use of cumbersome paper files, it gives us as close to "real time" data as possible on program effectiveness and offers powerful analytical tools to utilize client information.
- The system creates more direct accountability for tasks and outcomes, especially for out-stationed staff, and allows program management to "keep tabs" on individual staff member performance.
- The system offers outreach specialists a manageable way to track their duties, especially important client follow-up appointments and annual re-determination assistance encounters that happen well after we enroll a child in health insurance.

Challenges
- While ChallengerSoft is a widely used program, this custom implementation of the technology for CHIPRA outreach and enrollment programs does require between 2 and 5 hours of staff training and ongoing maintenance.
- New system users often require diligent coaching to ensure they take advantage of all the organizational and reminder tools available to them.
- The ChallengerSoft data analysis and reporting suite CS-DART can be challenging for users not accustomed to analytical software programs and may require support from IT professionals.

Implementation
- Initial consultations with ChallengerSoft require thoughtful discussion of programmatic tracking and reporting needs.
- Ongoing monthly meetings with the vendor focus on system improvement through lessons learned as staff utilize key functions.
- Organizations should expect to pay an "up-front fee" for initial customization of the software to the unique needs of your program and an ongoing monthly hosting/maintenance fee per user.

For more information:
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* Disclosure: The Michigan Primary Care Association and subsidiary VirtualCHC are organizational partners of ChallengerSoft but have no financial interest in the company.