

Key Considerations for Documentation Management Technology

Learning from Local Experience

Agenda

- Document Management Systems
 - Key Considerations
 - Types of Document Management Systems
 - Hardware/Software Requirements
 - Costs
- Medicaider™ Experience
 - Network Sciences, Inc
 - Status

Document Management Systems

- A document management system (DMS) is a computer system used to store and retrieve
 - Electronic documents
 - Images (e.g. scanned paper documents, digital artwork, digital photographs, etc)
- Document Management is an older, established field of computer science
 - Large number of products from established vendors
 - Key Issue: What do you want to do?

Types of DMS

- Types
 - Application Software Provider
 - Commercial Software
 - Free and Open Source Software
- Focus
 - General
 - Legal, Banking, etc.
 - Eligibility
- Products and Vendors:
http://en.wikipedia.org/wiki/List_of_content_management_systems

DMS Key Considerations

- **Location**
 - Where are documents stored? From where can documents be accessed?
- **Creation**
 - How are documents created? Do multiple people need to collaborate? Is version control required?
- **Filing and Access**
 - How are documents filed and accessed? What methods are used to organize (index) the documents for later retrieval?
- **Distribution**
 - How can documents be sent or made available to users?
- **Workflow**
 - What are the rules for how documents should be handled by users?
- **Security and Privacy**
 - How are unauthorized people prevented from viewing, adding, changing, or deleting documents? How are legal privacy requirements met?

DMS Key Considerations

- **Authenticity**
 - Is there a way to assure the legal authenticity of a document or signature?
- **Auditability**
 - When, where, and by whom are documents accessed, added, or edited?
- **Disaster recovery**
 - How are documents recovered if destroyed by fire, flood or other disasters?
- **Archiving and Retention**
 - How long are documents kept before being archived or destroyed? How are documents preserved for future access?
- **Community**
 - Do documents need to be accessed by more than one organization?
- **Integration**
 - Does document information need to be sent to or received from any other system?
- **Special Requirements**
 - Does the system need automated faxing or submission of documents? Are there special relationships grouping documents?

Hardware/Software Requirements

- **Hardware Requirements**

- Any PC running a supported version of Microsoft Windows® and required software
- PC's must have high-speed Internet access

- **Software Requirements**

- Microsoft Internet Explorer® Web browser version 6.0 or later is required
- The free Adobe® Reader version 9 or later is required to view some forms.
- Microsoft Excel® 2000, XP, 2003, or 2007 (or the free Excel viewer) is optional

- **Optional Hardware Requirements**

- Electronic signatures (optional)
 - Any Topaz Systems signature pad
- Image scanning (optional)
 - Any TWAIN-compliant scanner, although a high-speed scanner with automatic document feeder is highly recommended for heavy work loads
- Client photographs (optional)
 - A digital camera capable of connecting to a PC and capable of adjustments to image size and quality

DMS Costs

- Planning Costs
- One-time Costs
 - Training
 - DMS Software Purchases
 - User Hardware Purchases
 - User Environment
- Operational/Maintenance Costs
- Upgrade Costs

Network Sciences, Inc

- Eligibility and technology experts
- Focused on integrated eligibility since 1999
- Millions of eligibility interviews
- Over 3000 individual users in multiple states
- Millions of documents and clients managed in CHASSIS Software™ databases
- “Application Service Provider” with Class 4 data center

Vision

“Transform the Eligibility Process”

Change the process of applying for and enrolling in financial assistance programs to become

- Efficient
- Less costly
- Much faster
- Transparent
- Manageable
- Compliant with policy

Integrated process between client, provider, and agency

CHASSIS Software™ DMS

- Web based
- Community capable
- HIPAA/HITECH compliant
- Eligibility oriented
 - Scanning, indexing, upload, and access of hundreds of most-used types of forms and proofs
 - Form auto-fill
 - Approved sources of proof set up for all programs
 - Document planning and proof collection
 - Electronic submission to agencies
 - Case grouping and follow-up

Comments and Questions
