

# Key Considerations for Documentation Management Technology

Learning from Local Experience

# Agenda

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

# Document Management Systems

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- 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

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- 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](http://en.wikipedia.org/wiki/List_of_content_management_systems)

# DMS Key Considerations

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- **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

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- **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

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- **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

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

# Network Sciences, Inc

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- 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

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## “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

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- 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

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