

LeanOhio Kaizen Event Fact Sheet

Issue: The Medicaid Service System (MSS) is used by a few thousand end users across the state. MSS support received an average of 85 calls a week regarding several issues related to the MSS system, further justifying the need for the system to be upgraded. First step is to improve the underlying business process before redesigning the system.

Department	Changes to Process	Metrics	As a Result
Department of Developmental Disabilities	Process Steps reduced from 92 to 53 (42% reduction)	The time it takes to set up services in the MSS system is reduced by 40%, with an overall lead time reduction from 12.5 business days to 7.4 business days. This translates into Providers receiving payments quicker.	County Boards and Providers will benefit from a more intuitive, customer focused, and overall updated system which will decrease the number of MSS Support calls and emails received a week.
Medicaid Service System Overhaul	Handoffs reduced from 22 to 9 (59% reduction)		
November 4 – 8, 2019	Decision Points reduced from 22 to 14 (36% reduction)		

Major Improvement	HOW it was accomplished
Providers and County Boards will spend less time preparing initial data entries and rework.	Creation of a service selection calendar “one-stop shop” for providers and county boards including “real-time” cost calculation.
Simplifying navigation of the system.	Archiving of old data to assist with locating current records, advanced filtering option for applicable services, guided navigation based on services needed which will require fewer mouse clicks.
Increased error-proofing, system usability and collaboration.	Creating a “sandbox” environment for cost and service projections, system-wide multi-user access to site records, and a targeted notification structure.

Current State Process Map



Future State Process Map



Team members:

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