MINNESOTA IT SERVICES

Project Overview:
Organizational/Location Structure & Supervisor Workspace

PROJECT SCOPE

The changes to the Organizational/Location Structure and Supervisor Workspace are setting the groundwork for METS to work better. This project will accomplish two primary tasks:

- Redefine and restructure the current METS organizational structures and security roles for MinnesotaCare operations (DHS), MNsure, Counties, and Tribal Organizations to better reflect existing processes and needs.
- Configure and enable Cúram Supervisor workspace for MinnesotaCare Operations (DHS), MNsure, Counties, and Tribal Organizations.

TIMEFRAME

The Org/Location Structure & Supervisor Workspace project is scheduled to deploy as part of the METS Summer 2017 Release.

PROJECT BENEFITS

This project is foundational work that will set up improved METS case management to better support both County and DHS operations, while also continuing to support MNsure operations.

Improvements will include the ability to:

- More effectively manage workload by moving cases and tasks, and managing the task and case load of the organization
- View workloads associated with specific cases, users, organization units, and work queues
- Bulk reassign tasks and cases

It will also implement an updated organization structure aligned with business reporting structure, which will provide supervisors improved visibility into workload across their organization.

ADDITIONAL INFORMATION

Following the Summer Release, an analysis will be done to determine if additional work is needed to refine and build upon these efforts. The scope and timing of additional work has not yet been determined, but topics may include:

- Business process enhancements to ensure that appropriate tasks are raised at the right times and allocated to the right targets
- Cleanup of existing unwanted tasks
- The ability to review and potentially modify case allocation (hand-off) strategies as a result of eligibility changes
- Additional functionality in the supervisor workspace that currently exists in the case worker workspace
- Customization of elements in the Supervisor Workspace to show Key Performance Indicators or other management reports