

Office of Developmental Disabilities Services

Senate Committee on Human Services and Early Childhood **Plan of Care**

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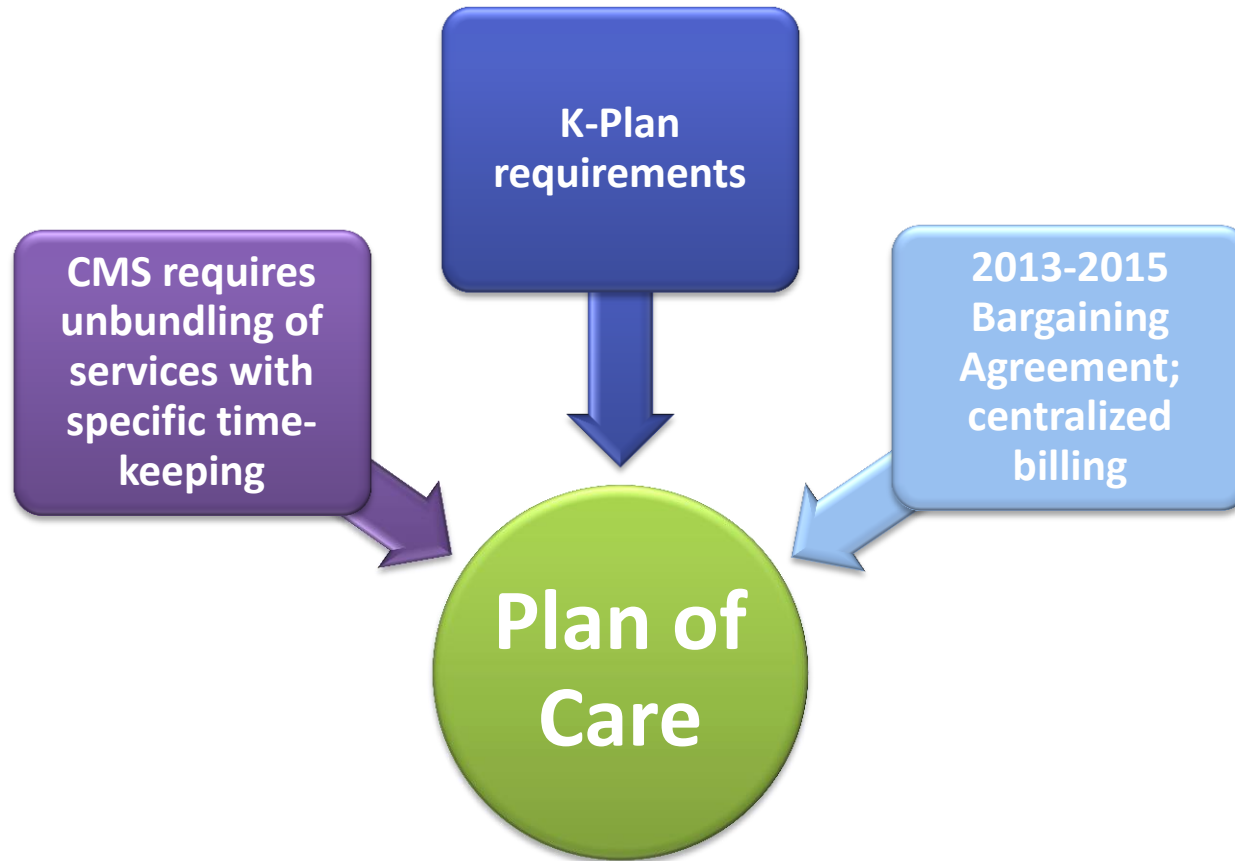
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What is Plan of Care?

Plan of Care (POC) is a billing and documentation software application (attached to eXPRS, the current billing software) developed to resolve several issues for the Office of Developmental Disabilities, fulfilling multiple obligations through one system.

Confluence of 3 DHS Obligations



Collaborative Effort

- Initial iteration of POC tested with two pilot agencies.
- Phase-in process developed to allow agencies to prepare for implementation.
- Workgroups including agencies, CDDPs and Brokerages convened to identify efficiencies for data entry, software modifications and additional software development to mitigate efforts to enter data.
- Multiple meetings held to assess what is working well and what requires continued improvements. All options are being assessed and some are under active development (i.e. spreadsheet upload).
- Help desk able to resolve most payment issues within 48 hours.

Next Steps

- Spread sheet upload is in development. Estimated rollout is 8 weeks which includes testing and a brief pilot.
- Continued research on all proposed solutions coming from workgroups and on-going feedback will continue in collaboration with agencies.
- 3 additional staff are being trained to triage questions and/or barriers regarding POC and eXPRS.
- Increased “bandwidth” is being installed to improve overall performance of eXPRS.
- DHS will continue to work with all agencies to pursue efficiencies and additional solutions to increased workload.