

ONLINE ENROLLMENT PROCESS  
CMS Transformation Grant 2007

Online Enrollment Process White Paper

In order to improve the ease and efficiency of enrollment, we propose to use grant funds to establish an online enrollment process allowing potential members to apply for SoonerCare electronically. This online enrollment process would encompass creation and programming of a web-based online application and eligibility determination system, development of the detailed policies and procedures governing such a process, purchase and installation of the equipment necessary to make internet access available to those without personal computers, and technical support resources including but not limited to a help-desk system. This new online enrollment process would quickly determine if the members meet eligibility criteria and provide an alternative to the paper application process.

In order to ensure universal accessibility, dedicated computer kiosks will be available for use by applicants who do not have access to a computer or the internet. The kiosks will serve as a new outreach method to inform the public about SoonerCare medical benefits. They will be strategically located in areas of the community which are both easily accessible to and regularly accessed by potential members, i.e., county health departments.

*The goals of this new system will be to:*

1. Provide 24 hour, 7 day a week access to SoonerCare enrollment via an online enrollment process.
2. Allow potential members to know instantly if they are eligible allowing them faster access to services.
3. Educate potential members about the various SoonerCare programs available.
4. Significantly reduce the number of staff hours needed for face to face interviewing and data entry to enroll potential members, reduce the margin for error and streamline the enrollment process to accomplish much more with less.
5. A step toward increased interagency collaboration

The grant was awarded to the OHCA on October 02, 2007. Federal funds in the amount of \$6,146,640.00 over the next two years are to be used to support the planning, design, development, testing, implementation and evaluation of this project.