

Last week we saw a jump in the backlog over the preceding week and yet another bump this week. Do not despair or be disheartened! The work that ensures individuals and families get the services and support they need is still getting done. Last month, field staff completed almost 24,000 case actions (not including actions related to reports of change or pending a case for more information). The tremendous effort of field staff and our volunteers from other sections and divisions is making a difference that is not reflected in the perturbations of the backlog.

However, there is still a learning curve with ARIES and all of its intricacies for all of us. Two weeks ago we braced for what was initially believed to be a large batch of applications sent through as account transfers from the FFM. Many of the tasks this batch contained were, in fact, reports of change, not applications. While the reports of change still require an action, they do not contribute to our backlog of application processing. Since February 9, we've only received about 1,000 applications via account transfers and the self-service portal.

It is also clear that our current backlog of work contains, at this point, an indeterminate number of duplicate and even triplicate applications. Efforts are underway to accurately quantify the number duplicate applications. In some instances, applicants appear to have submitted multiple applications over the course of several months. In other cases multiple applications may have been erroneously registered when ARIES timed out while processing a fully registered application, causing staff to think the registration failed and prompting a second registration when, in fact, the first registration was successful. Case association functionality is being added in the Medicaid Expansion release which should help limit the number of duplicate applications.

We must remember that ARIES went live less than 6 months ago and we are still going through some growing pains with a very new system. But it too, is helping get the job done. To date over 20,500 applications have been processed through ARIES. Over 15,000 cases have been approved for benefits and more than 43,000 people receive benefits issued through the system. Every night ARIES generates correspondence detailing eligibility determinations, requests for additional information, and Medicaid program renewals. Over 1,600 online applications have been received and more than 5,000 applications received via marketplace transfer have be worked in ARIES and more than 8,000 applicants have been referred to the Marketplace to explore health care coverage options.

With staff of the highest caliber and dedication using two powerful eligibility systems, the backlog's days are definitely numbered.

3/16/2015 Weekly Workload: Medicaid and All Other Programs (Includes New and Recertification Applications)

Program	12/1/2014	3/9/2015	3/16/2015
Medicaid	6,325	7,804	8,221
All Other Programs	3,662	3,525	3,367
Total	9,987	11,329	11,588

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

Prepared by: Alaska Department of Health and Social Services, Division of Public Assistance, Research and Analysis Unit.

Date Prepared: March 16, 2015

Source: EIS, ARIES

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3/16/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		3/9/15	3/16/15
	3/9/15	3/16/15	3/9/15	3/16/15	3/9/15	3/16/15	3/9/15	3/16/15		
Case Count	2447	2394	1078	973	7774	8186	30	35	11329	11588
Average Days	56.7	55.55	48.77	51.29	120.47	120.35	67.83	65.37		
Median Days	47	48	40	44	101	102	61.5	61		

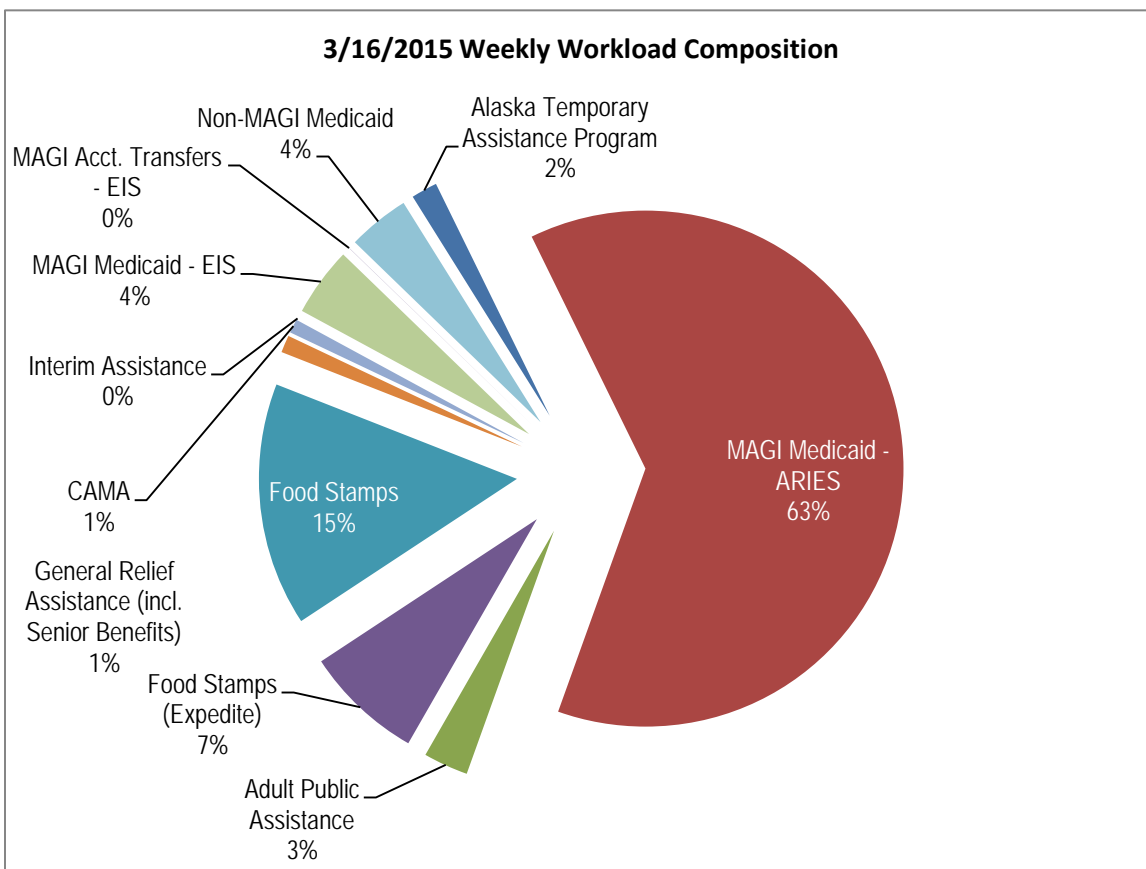
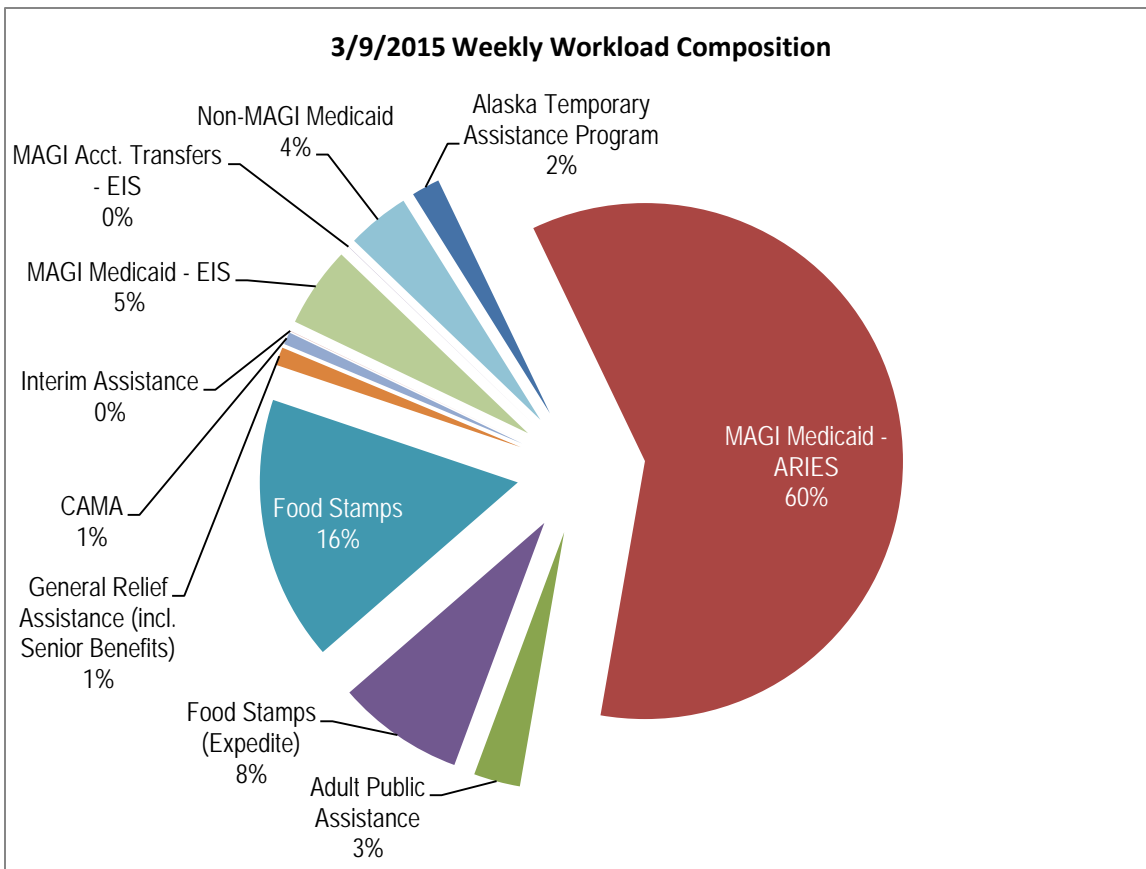
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3/16/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	3/9/15	3/16/15	Pct. Change	3/9/15	3/16/15	Pct. Change	3/9/15	3/16/15	Pct. Change
Alaska Temporary Assistance Program	166	165	-0.6%	34	24	-29.4%	200	189	-5.5%
Adult Public Assistance	280	284	1.4%	51	41	-19.6%	331	325	-1.8%
Food Stamps (Expedites)	900	862	-4.2%	-	-	N/A	900	862	-4.2%
Food Stamps	896	873	-2.6%	979	892	-8.9%	1,875	1,765	-5.9%
General Assistance (incl. Senior Benefits)	129	125	-3.1%	-	-	*	129	125	-3.1%
CAMA	74	85	14.9%	14	16	14.3%	88	101	14.8%
Interim Assistance	2	-	-100.0%	-	-	*	2	-	-100.0%
MAGI Med. (ARIES)	6,783	7,271	7.2%	-	-	N/A	6,783	7,271	7.2%
MAGI Med. (EIS)	573	498	-13.1%	1	1	0.0%	574	499	-13.1%
MAGI Med. Acct. Transfers (EIS)	2	2	0.0%	-	-	N/A	2	2	0.0%
Non-MAGI Med.	416	415	-0.2%	29	34	17.2%	445	449	0.9%
Total	10,221	10,580	3.5%	1,108	1,008	-9.0%	11,329	11,588	2.3%

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*Cannot be divided by 0.

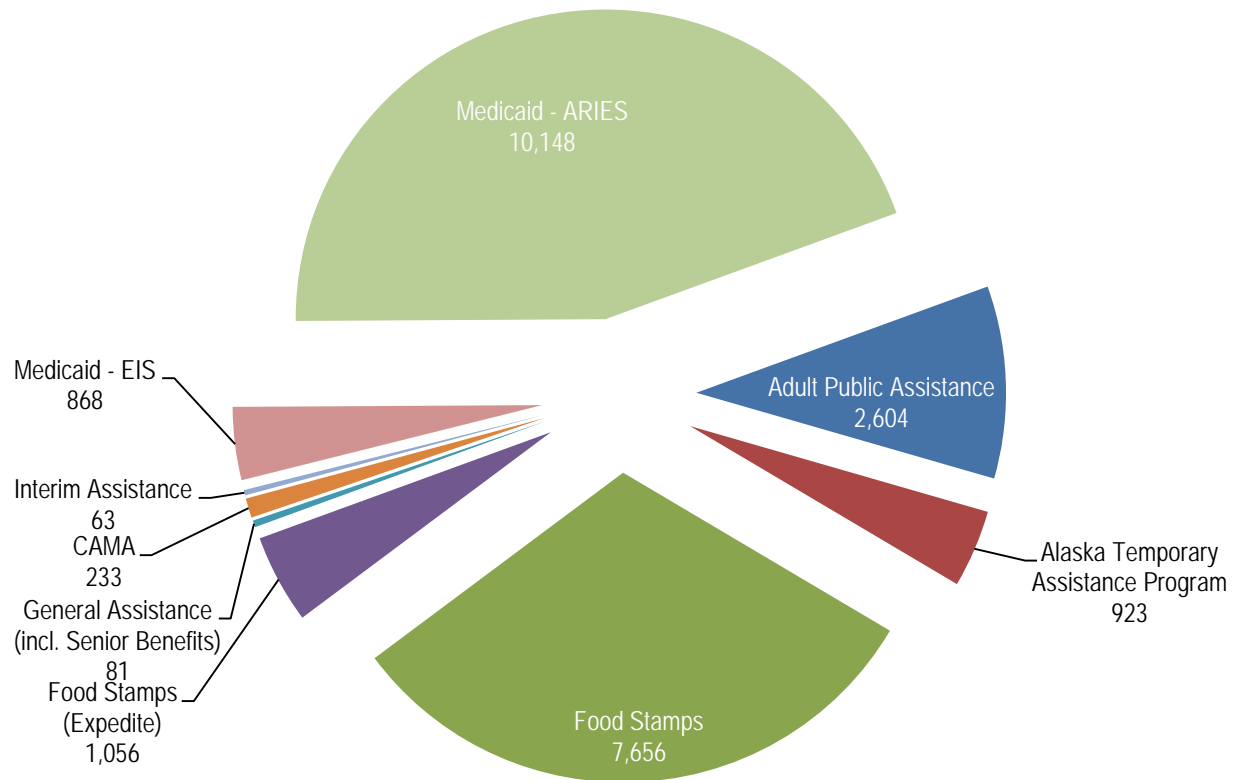


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Total Application Determinations by Program, February 2015



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