ELIGIBILITY SERVICES DIVISION
THROUGHPUT OPERATING STRATEGY

5/31/2011

Re-Certification
Application
Change Report

Collect information and Request Verification

Provide Verification
Image
Enter Evidence
Authorize/Deny Benefits

Determination

Feeding the Control Point
The backlog of pending decisions is going down

Feeding the Control Point
Complete information flows to authorization. We are reducing the time/effort to get complete information

Measures
• Determinations/FTE
• Cost/Determination
• Quality of Determinations
• Time to Determination

Staff are working on actions that lead to correct decisions today. Decisions are increasing.