

# Central Document Scanning Shared Service

# Background

This Shared Service consolidates all document scanning, indexing and intelligent character recognition work to be done for all counties. CBMS programs are the only programs included in this Shared Service.

All modalities of document submission, except online submissions through PEAK and documents that are physically dropped off at the county office by an applicant or member, are included in the Shared Service. Those documents would remain the responsibility of that county to scan and index into the state's document management system.

Central Document Scanning Shared Service statistics:

- \$5.1mil in annual funding starting FY 2028-29 and ongoing
- 51 FTE
  - 28 document technicians and document quality technicians
  - 21 supervisors, scanning/indexing, trainers and IT support
  - 2 County Customer Service Technicians (Liaisons to counties)

# Process and Scope

What is the full process flow from client → county → centralized hub → case record (and across which systems)?

- Process flows are intended to be determined in collaboration with counties, with the two exceptions being documents physically dropped off and PEAK documents, which would continue to be the responsibility of the county office.

What kinds of documents and programs are in scope—Medicaid, SNAP, cash assistance, CCAP, Child Welfare, LTC, voter registration, combo cases?

- Only documents for **eligibility determination and programs in CBMS** are included in this Shared Service; this includes any document type and any program in CBMS (Long Term Care is included, for instance)

How will documents dropped off or mailed to counties be handled—who scans them, where do they go, and who is responsible for same-day/expedited items (e.g., SNAP expedited, late RRRs)?

- Documents that are mailed will no longer go to the county of residence; CBMS correspondence and supporting communications will direct applicants, clients and members to mail their documentation to the Central Document Scanning Center.
- Documents physically dropped off at the county will continue with current process.

# Funding, Staffing and Choice

What is the expected initial and ongoing cost to implement centralized scanning (technology, staff, infrastructure), and how will those costs be allocated?

- The initial and ongoing costs for this Shared Service are documented in the R-07 Shared Services request. In summary, this service will include \$5.1mil in annual funding for 51 FTE.

How will this impact existing county contracts (e.g., RMMI, HSConnects) and staff—will counties have to change vendors or processes?

- The Shared Service in and of itself does not impact existing county contracts. However, the mandate for all counties to use the JAI/Unified County System (UCS) will have an impact in that federal and state funds will no longer reimburse counties for costs that are duplicated by the JAI/UCS.

Will counties be mandated to use centralized scanning, or can they opt in/opt out or phase in over time?

- There will be a mandate that all documents not physically dropped off at the county, or routed through PEAK, be scanned by the Shared Service. There will be no opt-out option. However, the phasing of this work will be discussed in the project workgroups.

How will this intersect with the JAI/Unified County Systems project—does centralized scanning depend on JAI being live, or will it be built separately?

- The Shared Service will become fully operational as the JAI/UCS is implemented in parallel; however, one is not fully dependent on the other. If necessary, the Shared Service will scan documentation into the State's existing system, which is where PEAK documentation also currently resides.
- For full functionality and the seamless integration of shared scanning, the JAI/UCS will aim to be live and implemented in all counties by December 2027.

# Systems, Integration and SLAs

Which system will be used for centralized storage (EDMS, new platform, integration with HSConnects/JAI/unified systems)?

- JAI/UCS will be used for centralized storage; as a mitigation plan, the Shared Service can use the State's existing document management system.

How will you integrate with counties using multiple document/workflow systems so staff don't need to log into a second or third system to find documents?

- Once the JAI/UCS is fully implemented and rolled out to all counties, no other systems would be necessary.

What are the SLAs for: 1. time from receipt to document visibility in the system; 2. Prioritization of time-sensitive documents; 3: Accuracy and mis-indexing/error rates

- Service Level Agreements (SLAs) will be established for the Shared Service in collaboration with counties, through the Shared Service workgroup

How will outages or system failures be handled so that all work doesn't stop statewide if the central system is down?

- In the event that a system outage prevents the Shared Service from being able to scan a document, they will have available points-of-contacts for counties to work with directly to access any necessary documentation. These positions are the County Customer Service Technicians, who can also liaise between counties and the Shared Service for any other potential issues.

# Operations, Quality and Risk

How will documents be classified and routed (by program, county, urgency)? Will AI/ICR be used, and how will quality be monitored and corrected?

- Routing, classification, indexing, etc. will all be determined by the Shared Services workgroup and how the JAI/UCS is structured.
- ICR will be used by the Shared Service itself, with quality technicians troubleshooting documents that exception out of the ICR process.

How will you identify and fast-track documents that must be processed the same day to avoid timeliness failures?

- Shared Services workgroup will determine standards for these processes, along with which documents must be fast-tracked to support rapid eligibility determination.

What are the quality control standards, error thresholds, and processes for correcting mis-scanned or mis-indexed documents?

- The workgroup will also set quality control standards; R-07 includes funding for 15 FTE to just manage the quality of the scanned, indexed and ICR'd documents.

How will document destruction, retention schedules, and audit trails be managed?

- Existing federal and state regulations will be adhered to, based on program regulations.

# Client & Member Impact

How will you ensure this doesn't slow down benefits for clients (especially expedited food assistance and urgent medical cases)?

- Standards set by the Shared Services workgroup will help ensure that scanning documentation does not slow down eligibility determination. In the event that a document is necessary for rapid eligibility determination, a county can work with the County Customer Service Technicians to gain quick access to any document that may be necessary.

What options will clients have to submit documents (in-person, mail, kiosks, online upload, fax, mobile app), and how will they know their documents were received?

- Federal regulations require that all modalities be available for clients and members, and the Shared Service does not change that. The Shared Service would be responsible for scanning all documents, **except those physically dropped off at the county office or uploaded through PEAK**.
- JAI/UCS requirements included the ability to provide a “receipt” for scanned documents, and the intent would be for the Shared Service to complete this process. Operationalizing this will require multiple phases: initial receipts may be provided physically until they can be added into PEAK.

Have clients or community partners been consulted on preferred ways to submit documents and concerns about mailing vs hand-delivery?

- The State has heard numerous concerns from clients and members regarding documentation provided to counties, but that the county reports it does not have. This concern is especially true for documentation submitted to county “drop boxes” where there is no “receipt” of the documentation submitted.
- CBMS correspondence will be modified to direct clients and members to mail, fax, email their documents to the Shared Service, to physically drop them off at the county, or to upload them in PEAK



# Questions?



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