



## Eligibility for Services

### Improved Eligibility Determination

Issues concerning eligibility determination for cash, food stamps and Medicaid are easier to handle via a web page that organizes multiple data sources and provides links for staff to find information needed to process their work. An Excel workbook provides a format for supervisors to collect monthly production data by processor and automatically tally percentages and year-to-date figures. Annual time savings: Approximately \$360,000. For more information, please contact Dale Guyre at (941) 741-3205 or [Dale\\_Guyre@dcf.state.fl.us](mailto:Dale_Guyre@dcf.state.fl.us). 2007 DCF-017

### Improved Service Delivery to Nursing Homes

An improved service delivery system for 96 nursing homes with 7,500 medicaid recipients in Pinellas and Pasco Counties resulted in annual state salary savings of \$256,000 while improving quality and customer satisfaction. For more information, please contact Suzi Jackson at (727) 588-7027 or [Suzi\\_Jackson@dcf.state.fl.us](mailto:Suzi_Jackson@dcf.state.fl.us). 2007 DCF-019

### Improved Relative Caregiver Processes

Reducing the time (by an average of 6.1 months) to determine relative caregiver eligibility determination relating to placement of at-risk children saves more than \$100,000 in the Department of Children and Families Suncoast Region. These results stem from a more cohesive network of personnel to obtain documentation, secure exceptions to policies and procedures, reduce paper use, and improve tracking and reporting of benefits delivery. For more information, please contact Vivian Padron at (813) 558-5689 or [vivian\\_padron@dcf.state.fl.us](mailto:vivian_padron@dcf.state.fl.us). 2007 DCF-022

### Reduced Processing Time for Medically Needy Benefits

Redesign of a system reduced the time to determine medical eligibility for share of cost pharmacy approval for the needy. Average time to process eligibility was reduced from four to two days for pharmacy bills, and from fourteen to four days for other medical bills. Medical providers have reduced operating costs because timely services reduce costly follow up and duplication of work. For more information, please contact Frances Baylies at (813) 558-5686 or [frances\\_baylies@dcf.state.fl.us](mailto:frances_baylies@dcf.state.fl.us). 2007 DCF-023

### Template to Record Case Activity Information

A template that modifies the FLORIDA computer system's comment record screen prompts staff to enter areas of eligibility as required. Upon completion, the template copies and pastes information to the screen, reducing a 15-minute per application eligibility determination process to about five minutes. This template can be used in Department of Children and Families call centers and case maintenance units. For more information, please contact Reginald Altazan at (850) 833-3713 or [reginald\\_altazan@dcf.state.fl.us](mailto:reginald_altazan@dcf.state.fl.us). 2007 DCF-050