

The Eligibility Process Improvement Collaborative is a 10-month engagement between Eligibility Process Improvement Center staff, Collaborative faculty and teams made up of public program and private business representatives who share the common goal of rapidly achieving Medicaid and SCHIP eligibility process improvements. Collaborative teams can be configured in a number of ways and can have a mix of participants. They can be organized to address single or multiple eligibility process topics.

Each team is expected to achieve the goals of the Eligibility Process Improvement Collaborative by:

- Developing specific team goals to achieve system improvements and increase the accuracy of the eligibility determination process by utilizing a package of improvement strategies that have been identified and proven to be effective by other organizations and experts
- Learning about the improvement process by attending three Learning Sessions and sharing this knowledge and experience with others
- Utilizing the Plan-Do-Study-Act (PDSA) model of testing strategies on a small scale to learn and run tests using the improvement strategies package ideas, and sharing this experience with other teams, the staff and Collaborative faculty
- Utilizing process and outcome measurement strategies to assess progress toward achieving the Collaborative goals
- Collecting data that relates to specific team goals at least monthly and plotting these data over time to assess the impact of any changes
- Reporting PDSA cycles as completed
- Spreading the tested and demonstrated improvements throughout the county or state

Eligibility Process Improvement Center Participants

The public program participant team can be from a state, county or city office, and may include:

- Administrators
- Managers and supervisors
- Eligibility workers

The provider team can be from a hospital, managed care organization, community health center, medical practice or professional organization, and may include:

- Administrators
- Practitioners
- Financial staff

Each Eligibility Process Improvement Collaborative includes:

- A “Pre-Work” preparatory period before the first Learning Session, and two Action Periods between the three Learning Sessions in which the teams apply knowledge and skills in their respective work environments and measure and report on results
- Three Learning Sessions led by Eligibility Process Improvement Center staff and supplemented with contract faculty who are subject-matter experts
- Ongoing access to an interactive Web site that provides support to the team’s efforts
- Remote technical assistance from the Eligibility Process Improvement Center staff and the Collaborative faculty via conference calls and the interactive Web site

The Learning Sessions are organized in interesting cities around the country and take into account the business needs of participants. For more information on Eligibility Process Improvement Collaboratives, please contact us at **803.779.2607** or **info@thesoutherninstitute.org**.