Succeeding with "No Wrong Door"
A Customer-Centric Approach to Intake and Referral

Improve access to health and human service programs and enhance customer service across state, local government and private agencies

▶ BACKGROUND

On March 23, 2010, the Patient Protection and Affordable Care Act (ACA) was signed into law with the goal of making healthcare more affordable and accessible to all Americans, and the concept of 'No Wrong Door' was born.

Recognized by many as an enrollment policy, 'No Wrong Door' enables the country's most vulnerable populations to have single point of access to health, human and social services.

By removing unnecessary complexity, agencies can deliver the highest levels of customer service to their constituents and ensure everyone receives the case and services they deserve.
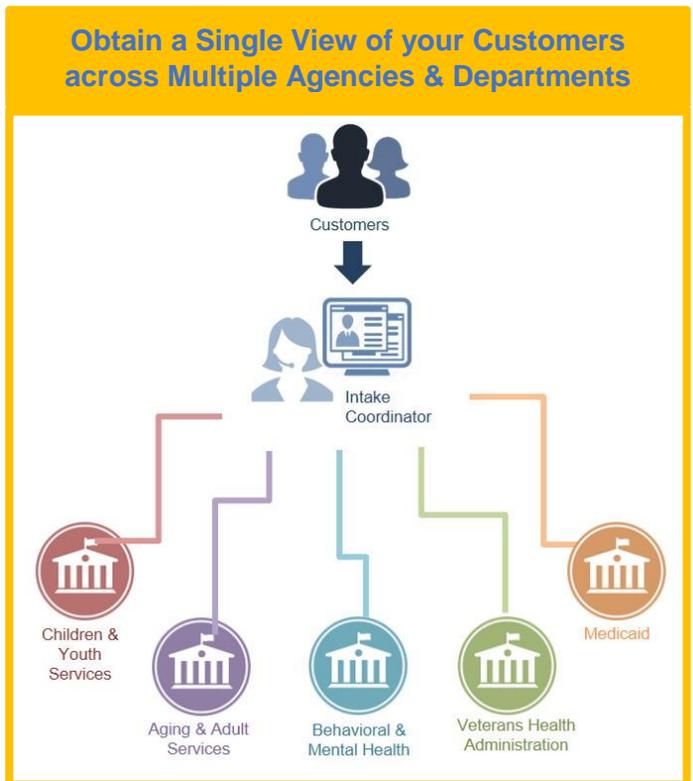
▶ THE PARTNERSHIP

Microsoft, Mid-America Consulting Group and VisionWare have partnered to offer an integrated intake and referral solution that enables county and state governments to devise a single point of entry system that supports the mission of 'No Wrong Door'.

Leveraging the expertise and capabilities of all three companies, this integrated intake and referral solution simplifies the intake process so that individuals and families seeking coverage are referred to the appropriate agencies and services.

By deploying a customer-centric approach, agencies not only improve the intake experience and maximize service delivery, they also streamline processes that have traditionally required individuals to navigate through the social service environment on their own, often completing multiple and sometimes repetitive applications.

In essence, this partnership has created an integrated intake and referral solution that enables consumers to spend less time dealing with administrative hang-ups and more time utilizing services.

Obtain a Single View of your Customers across Multiple Agencies & Departments

Customers

Intake Coordinator

Children & Youth Services

Aging & Adult Services

Behavioral & Mental Health

Veterans Health Administration

Medicaid

Microsoft

MID-AMERICA Consulting Group, Inc.

VisionWare
a Master Data Management company

▶ HOW IT WORKS

Using the power of Microsoft Dynamics CRM Online platform, the **Portico for HHS** integrated solution provides a single intake application to capture the situational and demographic information needed for most social services applications.

PROCESS FLOW

Portico for HHS is designed to streamline and simplify administrative processes for the benefit of both the customer and intake coordinator.

- Intake coordinators enter and search by constituent name in the intake system
- The solution displays either an existing record or similar records that may exist within the system, as well as across other agencies
- If more than one record exists, system users are automatically notified and are able to merge selected records to display an aggregate
- Utilizing either the existing record or the aggregate, intake coordinators gain a single view into constituent data where they can see services utilized, and available options
- Referrals are automatically sent to member agencies using the robust notification and alert functions
- Built-in reporting capabilities and dashboards enable both coordinators and agency leaders to visualize data trends

▶ CORE BENEFITS

✓ **Achieve** a 360° view of service recipients throughout the intake and referral process

✓ **Optimize** enrollment processes and improve program coordination within and across government and private agencies

✓ **Promote** horizontal integration across health and social service programs

✓ **Expand** program access to the most vulnerable populations

✓ **Enhance** the client experience with more coordinated client services

✓ **Improve** worker/employee satisfaction with easy to use technology and more efficient processes

✓ **Establish** a single interface with real-time connection across multiple department/agency systems

✓ **Maintain** total process management, including but not limited to referral tracking, event monitoring, notifications and reminders

✓ **Provide** a clearer understanding of human service needs through business intelligence, analysis and reporting

✓ **Enable** cross agency collaboration using the Microsoft Cloud for Government

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Microsoft Partner
Silver Customer Relationship Management

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VisionWare is a leading provider of master data management (MDM) solutions, ensuring the success of our customer's population health, care management and patient engagement initiatives by eliminating data silos and establishing a single source of truth across an enterprise. We enable multiple source systems to exchange data easily and empower decision-makers to gain a holistic view of their patients, providers, facilities or customers. Contact info@visionware.com for more information or visit us online at www.visionware.com.

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