

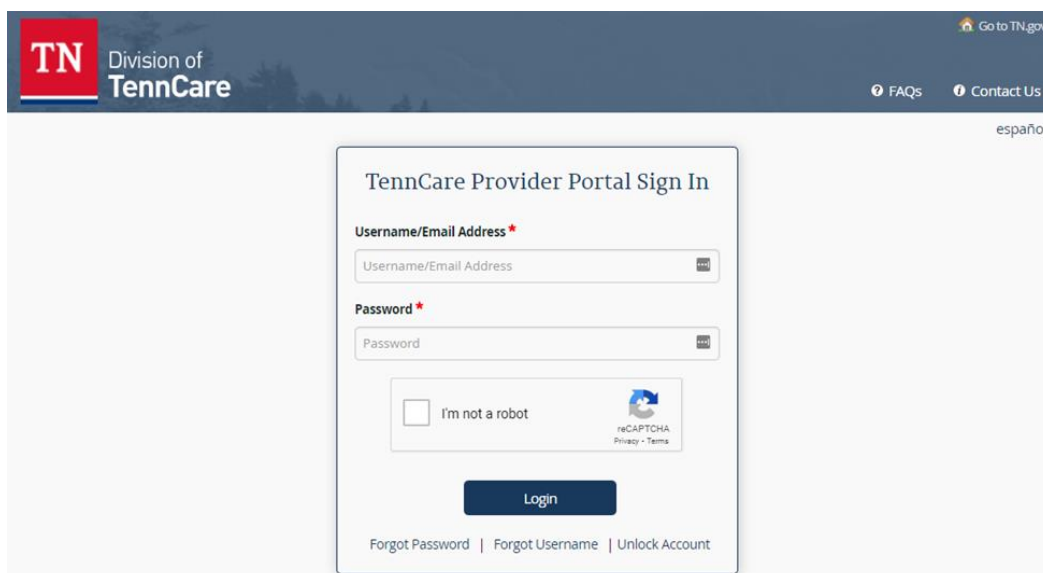
TOPS Features & Benefits (TennCare Oversight Processing System)

1. A More Maintainable Solution

- A much-improved data model that will scale to support future enhancements
- A standard code base that is easier to maintain and follows best practices and industry standards
- The application can be hosted as an on-premise solution or can be cloud hosted without the need for re-writing the application
- Application workflows that can easily be added, modified, or eliminated as the business requirements change
- User, workflow, and platform management tools that allow for easy and intuitive configuration
- TOPS runs on the Trinisys Convergence platform, which is kept up to date with improvements, enhancements, and upgrades, allowing TOPS to evolve with the platform and eliminating the risk of becoming obsolete and unsupported

2. Security Improvements

- Integrates with the organization's current security scheme
- Will support internal and external users
- Empowerment for the users to initiate password resets



The screenshot shows the 'TennCare Provider Portal Sign In' page. At the top left is the TN Division of TennCare logo. At the top right, there is a 'Go to TN.gov' link, 'FAQs', and 'Contact Us' links. Below the header, there is a 'español' link. The main content area contains a sign-in form with the following elements:

- TennCare Provider Portal Sign In** (Title)
- Username/Email Address *** (Label) with a text input field containing 'Username/Email Address' and a 'Show/Hide' icon.
- Password *** (Label) with a text input field containing 'Password' and a 'Show/Hide' icon.
- I'm not a robot (reCAPTCHA widget) with a 'reCAPTCHA Privacy - Terms' link.
- Login** (Button)
- [Forgot Password](#) | [Forgot Username](#) | [Unlock Account](#) (Links)

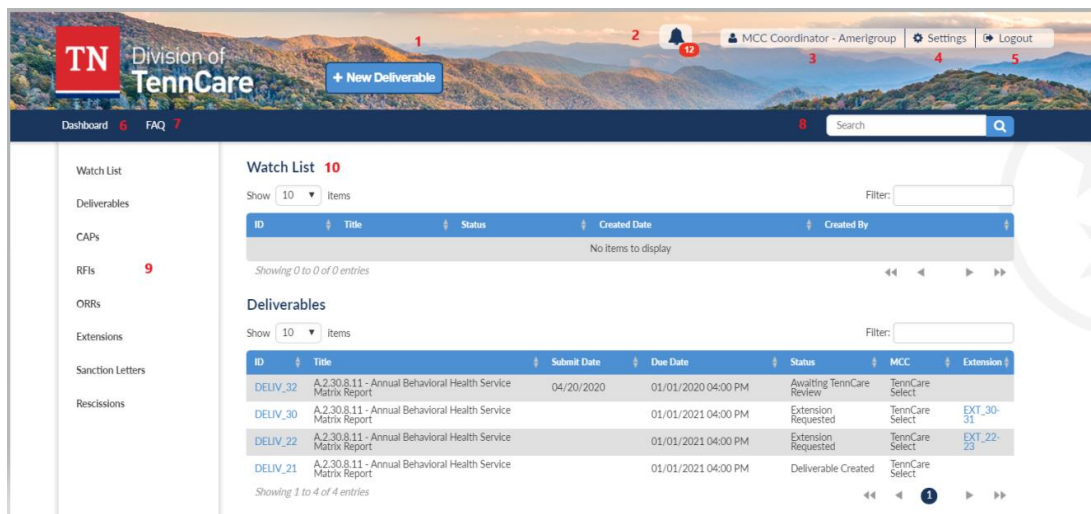
- Leverages the Convergence platform’s built-in security features
- New role management allows easy configuration of the actions and access users should have rights to

3. Better User Experience

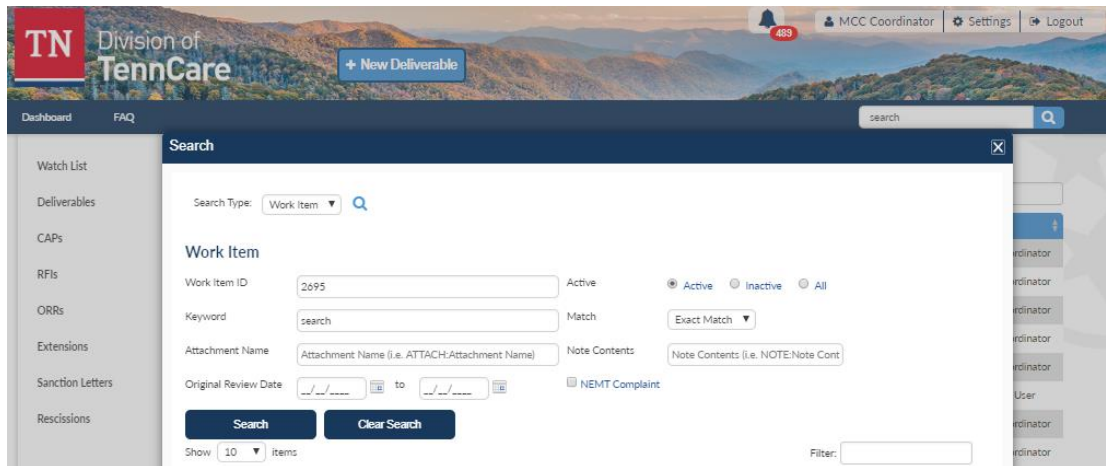
- Web pages are built using much more modern conventions
- Far less clutter on the user pages creates an intuitive experience
- New automation features that improve workflow and create greater efficiency
- New inline features reduce complexity and steps for all tasks
- Intelligent web page controls allow for better data validation and accuracy
- New notification system that allows for easy subscription to notifications and notification configuration



- New workflow and transition language that is more intuitive for the user
- New watch list functionality allows users to control a custom list of work items that need special priority; users can also add work items to other user’s watch lists



- Improved page navigation that allows users to quickly move through large amounts of data
- New search filters that can be used at the site, page, or work item level




- New compact tracking information and user tools that save page real estate and are easy to use
- New interface for attaching files to work items that enhances the organization of large numbers of file attachments

4. New Automation Features

- New built-in scheduling system for Ongoing ORRs with the capability to extend to other work items and offer automated routines that might be needed elsewhere in the system
- New 'late checks' that check work item due dates and automatically initiate sanctions
- New data-driven capability that automates the business reviewer assignment for a work item
- New automatic rerouting of extension requests based on certain date-driven rules
- New automation rules for letter generation
- New automated rules-driven work item closure
- New batch processing system for FCR finance work items
 - Does the preparation work that was formerly a very time-consuming manual process
 - Allows finance users the flexibility to add or remove finance records from a batch, access the essential information needed to perform a thorough review, and quickly export a file to forward for FCR processing
- Routine deliverables that meet certain criteria can automatically be added to a queue for further processing
 - The user can easily add the necessary file attachments and transition them to review without the need to first complete all of the prerequisite information

5. Support for Legacy Data

- TOPS has the capability to leverage an API connection to the legacy system in order to archive every non-active legacy record, without the need to conform to the legacy database
- A new search feature allows users to reference legacy report names and receive legacy information without the need to interface with the old system

Search Type: 

Please enter mcc and either workitem or title before searching.

Archive

Report	<input type="text" value="Active Document Items Owned by MCOs - View Only"/>	MCC	<input type="text"/>
MCC *	<input type="text" value="AmeriGroup East - OCCP"/>	MCC Group	<input type="text"/>
Work Item ID *	<input type="text" value="Workitem ID (i.e. 6120 or DELIV_6120)"/>	Title *	<input type="text" value="Title (i.e. My Quarterly Report)"/>
Last State Change Date	<input type="text"/>	Match	<input type="text" value="Exact Match"/> <input type="text" value="Date"/> <input type="text" value="Last State Change Date"/>

- Archive data is populated in a special repository in the TOPS system, which protects the legacy data in the event the legacy system is ever taken offline
- Archive data from the legacy system is protected by role enforcement so that users can only access legacy data if they are authorized to do so
- TOPS will fully support 'in flight' legacy work items through all the new workflows

6. Room to Grow

- TOPS has been developed using best practices and an eye to the future. The new data model will support new development features, such as the collection of contract deliverable details. This could possibly replace the need to attach all essential contract compliance details in a file by allowing the user to input this data directly into the system. This added benefit could also open opportunities for analytic reporting of data that is currently bound in file attachments.
- TOPS can easily scale to onboard additional managed care contractors and additional new contracts
- The Trinisys Convergence platform that TOPS runs on is fully capable of providing additional resources to run TOPS as the application takes on more capacity
- Additional functionality is planned after the first release. New features may expand beyond the following list:

- Additional management screens that will allow efficient configuration of MCC groups
- Notification configuration
- FCR / HTP assignment

7. Trinisisys Ongoing Support

- As of writing this, efforts are currently underway to approve additional funding for a support plan for the TOPS application once it goes into production
- Efforts are also underway to have additional funding approved for new features to be developed after the first production release