

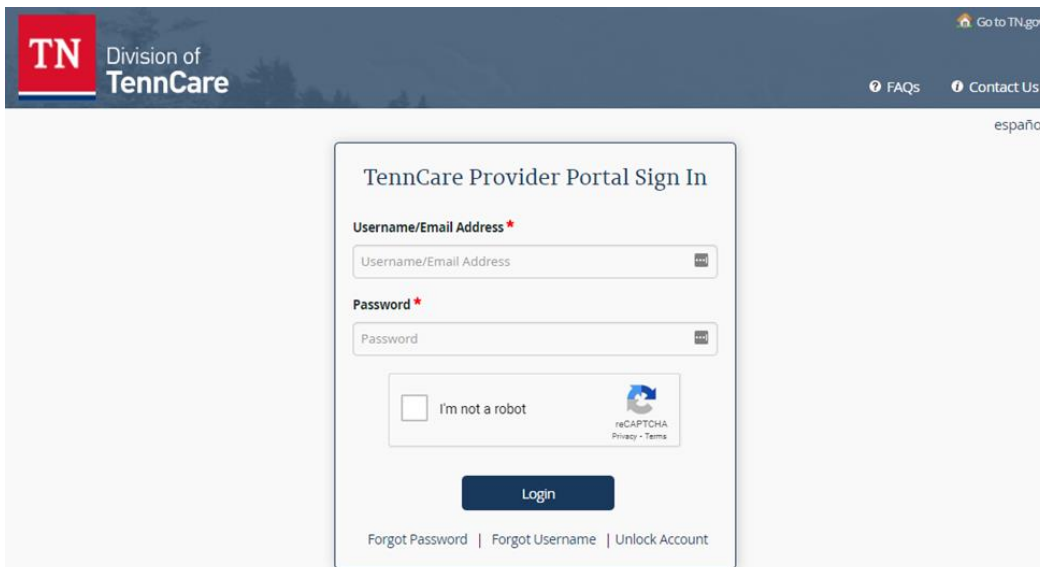
TOPS Features & Benefits (TennCare Oversight Processing System)

1. TOPS was built from the ground up for success

- Designed to tackle the complex workflow and unique data-tracking challenges of oversight in the contract compliance workspace.
- Web-based, zero footprint solution which can easily accommodate users everywhere enabling smooth and seamless processes.
- A comprehensive data model that will scale to support future enhancements
- A standard code base which facilitates maintenance, 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
- 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

- Integrates with the organization's current security scheme
- Supports internal and external users, SSO and Active Directory
- 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 are links for 'Go to TN.gov', 'FAQs', and 'Contact Us', along with a 'español' link. The main content area contains a sign-in form with the following elements:

- Title: 'TennCare Provider Portal Sign In'
- Field: 'Username/Email Address *' with a text input box and a 'show' icon.
- Field: 'Password *' with a text input box and a 'show' icon.
- Field: 'I'm not a robot' checkbox with a reCAPTCHA logo and 'Privacy - Terms' link.
- Button: 'Login'
- Footer: 'Forgot Password | Forgot Username | Unlock Account'

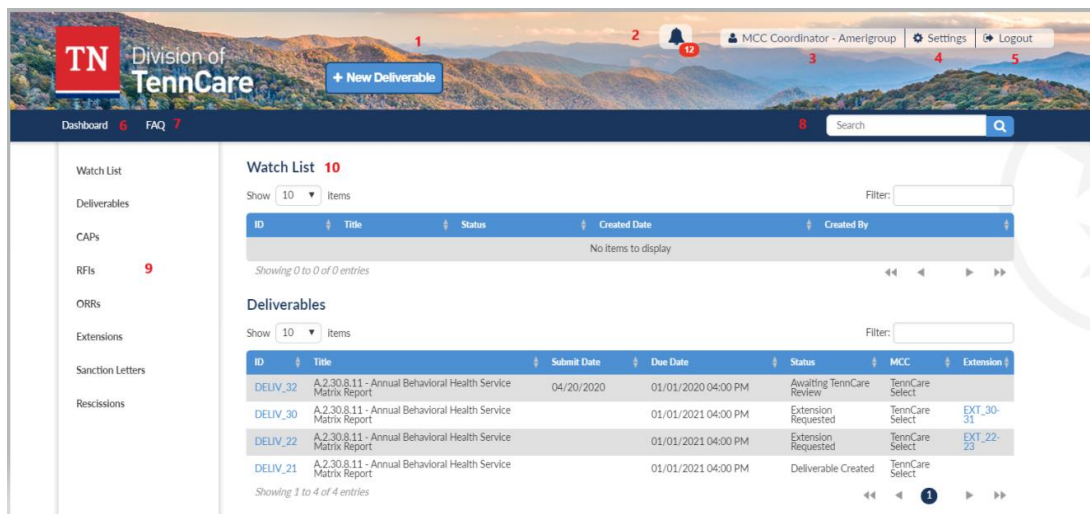
- Leverages the Convergence platform’s built-in security features
- Role Management allows easy configuration of the actions and access for all users

3. Great User Experience

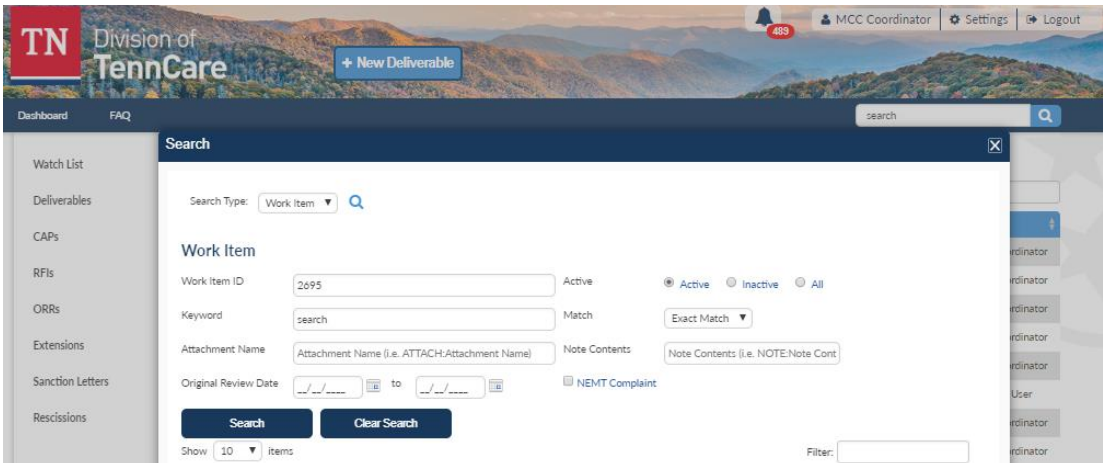
- Web pages are designed using modern conventions, designed for ease of use
- No-clutter layout of the user pages creates an intuitive experience
- Powerful automation features enable end-to-end workflows and create greater efficiency
- Intelligent web page controls allow for better data validation and accuracy
- Notification system which enables easy subscriptions to notifications and notification configuration



- Simple yet accurate workflow and transition language which is intuitive for the user
- 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
- Comprehensive Search - TOPS offers search filters that can be used at the site, page, or work item level




- Compact tracking information and user tools save page real estate and are easy to use
- Easy Drag-n-drop interface for attaching files to work items, enhances the organization of large numbers of file attachments

4. Automation Features

- 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
- Automatic 'late checks' that check work item due dates and automatically initiate sanctions
- Data-driven capability automates the business reviewer assignment for a work item
- Automatic rerouting of extension requests based on certain date-driven rules
- Dynamic automation rules for letter generation
- Context-aware automated work item closure
- Batch processing system for FCR finance work items
 - Does the preparation work, replacing time-consuming manual processes
 - 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 meeting certain criteria can automatically be added to queues 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 utilizes the Convergence platform capability to archive legacy system records
- 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:

MCC * MCC Group

Work Item ID * Title *

Last State Change Date Match Date Type

- 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 data model supports new development features such as the collection of contract deliverable details.
- TOPS can easily scale to onboard additional managed care contractors and additional new contracts
- The Trinisys Convergence platform powering TOPS is an enterprise platform fully capable of servicing state-wide use and providing high availability and failover

