

Office of the Attorney General of a U.S. state

Compensating crime victims faster with more effective case management

Overview

The need

This state's Office of the Attorney General supports crime victims by helping pay medical bills. Without fast insight into compensation claims, the agency risked compromising the service provided to victims.

The solution

To speed claims processing, the agency worked to provide staff with a consolidated, highly secure view into victims' claims using a cloud-based case management solution built on IBM® Case Manager.

The benefit

By automating key process steps and improving insight into individual compensation claims, the agency can process claims faster and provide a more-efficient, responsive service to crime victims.

In the aftermath of a crime, the Crime Victim Services Division (CVSD) of this U.S. state's Office of the Attorney General works to ease the financial burden suffered by victims and their family members, helping to pay medical and other eligible bills related to violent crimes.

Providing crime victims with fast compensation

When a victim applies for compensation from CVSD, the agency needs to process the claim as quickly and effectively as possible. This requires obtaining police reports, medical reports and other information necessary to make a determination. Receiving thousands of claims each year, the CVSD cannot afford any delays or errors if it is to provide a responsive service to victims and their families.

For many years, the CVSD relied on a bespoke workflow system to handle claims processing activity. When the manufacturer of this workflow system withdrew support for the product, the agency looked to upgrade to a more reliable, modern solution. Failure to process claims in a timely matter could result in the CVSD losing valuable state and federal funding.

A flexible case management framework helps the CVSD easily adapt to new developments and keep claims moving forward, for fast resolution. "IBM Case Manager makes it simple for users to add new tasks and requests to the claims processing workflow on the fly. This kind of flexibility gives case workers the freedom to try new approaches that can help resolve cases faster," says a spokesperson for the Office of the Attorney General.



Solution components

Software

- IBM® Case Manager
- IBM FileNet® Content Manager

IBM Business Partner

- Adjacent Technologies
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Moving to a new case management system

The CVSD contracted IBM Business Partner Adjacent Technologies to help select a solution that could be implemented quickly and with minimal disruption to operations. After working to analyze the CVSD's requirements and business processes, Adjacent Technologies proposed a cloud-based case management solution built on IBM Case Manager and IBM FileNet® Content Manager software, part of IBM Watson Foundations.

Once extensive planning and development work had been completed, the CVSD and Adjacent Technologies began the conversion and transfer of huge volumes of content from the CVSD's existing workflow system into the new IBM FileNet environment, hosted on a virtual cloud platform managed by Adjacent Technologies. In all, the project team converted and uploaded more than 3.1 million documents, 750,000 cases and 700,000 bills.

Simultaneously, the team created a series of detailed process maps and workflows for the new case management system. Using IBM Case Manager, the CVSD first created a development environment to test the new system and, after working to address any issues that emerged during testing, the team pushed this environment into full production.

A spokesperson for the Office of the Attorney General comments: "We put a lot of work into the planning and testing phases to ensure that any issues were resolved before we went into production. Taking a cautious approach really paid off—from contract award to go-live, we successfully completed the first project phase in less than 13 months with no adverse impact on in-process victim claims."

Improving case worker responsiveness

Today, the CVSD uses the new case management system to manage all aspects of the victim compensation process, from eligibility determination, case management, medical bill tracking and the appeals procedure.

IBM Case Manager provides staff with a consolidated, highly secure view into victims' claims, with access to all received documentation and case histories. Timely access to the status of a case, as well as the status of related content and tasks, allows case workers to respond immediately and knowledgeably to any requests for information, whether they come from victims calling to enquire about the status of their application or a service provider seeking information about a payment.

“IBM Case Manager gives case workers the insight and agility they need to resolve victim claims faster and more effectively, so they can receive the compensation they deserve.”

— Spokesperson, Office of the Attorney General

“With our old system, there was no way for case workers to view case and document information together,” states a spokesperson. “IBM Case Manager gives case workers instant access to all documents, information and correspondence related to a particular claim, so they can get the answers they need quickly and provide a more responsive service to victims and our partners, such as social services organizations.”

Automation and workload balancing improve service levels

In addition to enhancing information access and visibility, IBM Case Manager helps increase process efficiency and enforce best practices with workflow standardization and business rules. Manual process steps have been automated, and reminder notifications and automated task escalations keep staff members from overlooking required action.

With automated tracking and enhanced visibility into workloads, managers are better able to evaluate and improve agency performance to meet service level targets. Whereas in the past managers assigned cases by estimating staff workloads, cases are now assigned according to agency-defined business rules, including staff availability, case type and the degree of relatedness to existing cases.

“For the first time, managers can see near-real-time claim processing volumes and allocate resources accordingly,” notes a spokesperson. “This allows the agency to manage workload much more efficiently—we can see where extra capacity is available and take pressure off of resources that might be over-extended, in order to keep claims moving through the system in a timely fashion.”

Decreasing victim wait times

For the CVSD, faster access to key content and more efficient, automated processing translate into a crucial benefit—reduced wait times for crime victims seeking compensation.

A spokesperson explains: “Our teams can initiate claims more quickly, even with minimal documentation, and ensure that these claims are progressed without any of the delays that we used to experience. IBM Case Manager gives case workers the insight and agility they need to resolve victim claims faster and more effectively, so they can receive the compensation they deserve.”

For more information

To learn more about IBM Case Manager solutions, contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/software/products/casemana/



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