Milestone Investments in Workforce

"The largest increase in Ohio history for DSP reimbursement rates was introduced by Governor Mike DeWine and bolstered further by the Ohio Legislature and a financial commitment by our county board of developmental disabilities partners."

https://dodd.ohio.gov/wps/portal/gov/dodd/about-us/communication/news/news-director-davis-explains-dsp-rate-increase

CHALLENGE:

- Short time frame (2 months)
- 40,000 people needed their financials reauthorized for people receiving Medicaid services
- Needed to complete in a weekend

SOLUTION:

- Utilize RPA (Robotic Process Automation)
- Automate the finalization process within MSS (Medicaid Services System)

TECHNOLOGY:

- UIPath platform – 5 robots
- Virtual servers
- MS Excel, Outlook

DELIVERING RESULTS:

On behalf of the Ohio Department of Developmental Disabilities (DODD) and our entire system, I am tremendously grateful to the direct support professionals (DSPs) that work so hard to support Ohioans with developmental disabilities ~ Director Jeff Davis

The counties received immediate benefits thanks to the support of Ohio leadership, the IT organization, and the excellent performance of the robot.

County staff were freed from weeks of manual tasks to implement rate increases for each individual receiving Medicaid services. In addition, the robot was able to complete the work quickly, efficiently and accurately. Finalization reports were generated for verification along with error reports. The robots were able to discover errors in the data for correction.

Strategic Systems' Robotic Process Automation (RPA) solutions can help your organization focus on your priorities and only handling exceptions rather than manual tasks that require too much time to be completed in a reasonable amount of time.