KOLEA Project Update

The Med-QUEST Division (MQD) and its contractor KPMG continue to build and improve the new eligibility system, KOLEA. Recent updates are described below:

Training -- KPMG staff recently visited MQD eligibility offices at Kapolei, Dillingham, and on the Neighbor Islands to discuss planned changes to long-term care, as well as system issues and workarounds with eligibility workers. Training on the new functionality for long-term care has been completed, and KPMG staff will visit the MQD offices to provide support.

Production Support -- The March 2014 production support for KOLEA included implementation of the 2014 Federal Poverty Guidelines (FPL) and resource updates. Effective April 1, 2014, the updated FPL table is being used to determine initial eligibility and to make re-determinations. To improve usability, changes also have been made to the worker and public portals of KOLEA.

Design and Development -- The Go Live date for Release 2.1 (Wave 1) was May 3, 2014; the Release 2.1 (Wave 2) Go Live date is scheduled for August 23, 2014. Release 2.1 included Long-Term Care (LTC) and Remote ID Proofing. When implemented, KOLEA will support the end-to-end business process of clients requesting and receiving long-term services and support.

When logged into the KOLEA worker portal, users will be able to schedule interviews and generate confirmation notices, and access required supplemental forms. Remote ID Proofing helps to confirm from an independent source, Experian, the identity of individuals requesting a user account on the client portal. Once "proofed" the individual can complete an application on-line.

Future Functionality: Enterprise Content Management (ECM) -- MQD staff are developing an electronic document system that allows users to scan and upload documents, and to view them electronically. BESSD staff are implementing a similar ECM system, which is providing key insights into future ECM functionality. This collaboration is laying the groundwork for a cohesive document management system.

To learn more about the KOLEA portal visit: www.mybenefits.hawaii.gov