Meeting Minutes	**CalACES North Project**
	Imaging Committee Meeting

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Date: May 21, 2019
Time: 10:00 AM – 11:00 AM
Location: CR-Arrowhead

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Facilitator:	Jill Smith

Attendees:	**Region 1:** Tony Baker, Audrey Escarzaga
	Region 2: Rhonda Staple, Martha Zepeda
	Region 3: Elma Rios, Martha Esparza
	Region 4: Cheryl Armstrong
	Region 5: Shawna Webster, Joyce Hall
	Region 6: Beth Andrews, Dayna Boggs
	Region 7:
	Region 8: Gayane Machkalyan, Corazon Macias, Wanda McLaurin, Lilia Sarno, Deidrea Amey, Narinder Kumar
	LRS: Tina Nguyen, Ana Cruz, Inez Finnegan, Arvin Liang
	C-IV Project: Jill Smith, Ben Cox, Chris Vasquez, Melissa Gates, Josy Thomas

Meeting Purpose:	Discuss imaging enhancements and processes.

Meeting Minutes:	**Jill Smith**

Meeting Topics:

1. **Introduction for new member of the Imaging Technical team (Chris Vasquez)**

2. **Welcome new Imaging RCM (Tony Baker)**

3. **Review Meeting Minutes from 11/27/18 Committee meeting - Approved**

4. **Medi-Cal 90 days/Worker Route Time Frame:** **Region 2 confirmed they have completed and submitted a CER for this functionality. With majority committee approval, an SCR will be created for this upon receipt of CER. Currently the imaging system does a 60 day look up. Any worker/worker ID that has been assigned to a case within this timeframe, documents will route to that worker/worker ID. This same function would apply if a 90 day look-up were to be implemented.**

Some of the regions/counties expressed concern with implementing this functionality since current functionality creates an additional workload issue for users. Committee approval is only an agreement to create an SCR. Further discussion will be necessary prior to moving forward this SCR. Ana Cruz noted that LRS has an SCR the is implementing a similar SCR, but it will be program specific. L.A.s imaging solution allows for program specific document routing.

5. **Reindex Queue and "Gold Key" function: Reminder to committee the purpose of the reindex queue and the gold key functionality. In addition, for those counties that have assigned an individual staff member to manage this queue, to ensure proper training is provided to those individuals; and remind staff routing documents to the reindex queue, that it would be helpful to notate in the Notes section of the document the correct case in which the document belongs.**

6. **Document Remove Drawer Functionality: (Chris) Reminder to committee what the purpose of the Document Remove Drawer is, and that even though a document is routed to this drawer, the document is not "deleted" from the system. Only those users with the "Delete" security right, have the ability to view a document in the Remove Drawer.**

7. **Re-Scanning of Documents/Need to Correct Errored Document: When an error is discovered after a scanned document has been saved, user should make the appropriate corrections to the original document captured. It is not necessary nor is it recommended for a user to rescan a document. If the original document is not corrected, it could create additional issues.**

8. **Orphan Queue Clean-up Process: (Jill) I am currently in the process of working on removing orphaned queues for CalACES Region 4 (Kern, Kings, Monterey, San Benito). I try and send out notifications to the regional committee members prior to starting this process for their region. For those RCMs who are representing other counties within their region, please ensure you pass on this information to those counties as well. Periodically we received Service Tickets from users inquiring about a queue that is no longer available.**

   In addition, I have started a new practice in which I encounter a workflow queue that has more than 200 documents in it, I will reach out to the RCM & RM for that region to advise them. Rather than routing the documents forward, I thought it best the individual counties handle those documents based on their county processes.

9. **Committee structure moving forward to CalSAWS: (Jill) Moving forward to CalSAWS, the committee structure will be changing to include CalWIN counties. New RCMs will be joining the committees. In addition, the facilitators of the committee's may also change. Our next meeting is scheduled for August, and it is possible that I may no longer be the facilitator for this committee. I wanted to advise everyone of this so they would not be taken by surprise if I was not facilitating the next meeting.**

10. **SCR/SIR Tracking Sheet Review: There have been no recent updates to the tracking sheet, and due to our meeting timeframe being shortened to an hour due to limited conference room availability, we would not be reviewing the tracking sheet at this meeting. Members could review at their convenience.**

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11. **SCR CIV-102054: (Ben)** **SCR is scheduled for deployment with the 19.07 release. Customer will be required to select county first from drop down in mobile app, then select case number. Even if customer is/has been associated to multiple cases within a county, the document will still be associated to the correct county in the event the customer selects the wrong case. This new functionality should resolve a lot of the issues currently being encountered.**

Next Meeting (Tentative): August 20, 2019 from 10:00 AM – 11:30 AM.

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