

Transmittal No: 95 LCM-60

Date: June 1, 1995

Division: Management Support &

Quality Improvement

TO: Local District Commissioners

SUBJECT: Questionnaire for claiming process

ATTACHMENTS: Claiming Questions Form (available on-line)

Attached is a questionnaire created by the Automated Claiming System task force which was formed to make recommendations on the redesign of the financial claiming process. The goal of the group is to make claims data entry easier, more straightforward, and to provide more financial information through user-friendly inquiry.

As users of the system your input is very much needed to help identify the main areas of concern.

We would appreciate it if the staff responding to this questionnaire be those most involved with the claiming system. This would probably be the Accounting Supervisor and/or the persons directly responsible for each claim. Please duplicate the attached questionnaire as necessary and return all completed questionnaires by June 30, 1995 to:

Bureau of Local Financial Operations ATTN: Dennis Lassi Floor 8C 40 N. Pearl Street Albany, NY 12243

Thank you very much for your cooperation and input.

John M. Sweeney Assistant Commissioner Office of Financial Management

## CLAIMING QUESTIONS FOR LOCAL DISTRICTS

## Organizational Identifier

_ 1						
Local	. District	( C	ounty)		_	
1)	Should the confinal accept		on documents	be produced	l as part	of initial or
	+-+ +-+ Initial +-+ +-+ Final					
2)	Are the claim		s disabled s	o frequently	that it	affects your
	+-+ +-+ Often +-+	two w	eeks a month	ı		
	+-+ Sometimes	one w	eek a month			
	+-+ Slightly +-+	two d	ays a month			
	+-+ Never	less	then one day	a month		
3)	Besides the work of using the claiming system, for what percentage of the claim schedules do you find yourself manually preparing the claim forms?					
	+-+		1000 5 11			
	+-+ All Scheo	dules	100% of all	claim sched	lules	
	+-+ Most Sche	edules	75% of all	claim sched	lules	
	+-+ Some Sche	edules	50% of all	claim sched	lules	

+-+ A few Schedules 25% of all claim schedules

No claims are prepared manually

+-+ None

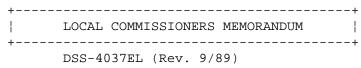
```
4)
    Do you find the BICS/ACS interface useful or unnecessary?
     +-+ Very usefulful
     +-+ Somewhat useful
     +-+ Slightly useful
     +-+ Not useful at all
     +-+ It is very confusing
5)
    Is the information well displayed and useful on the inquiry screens?
     +-+ The information is very well displayed
     +-+ The information is somewhat well displayed
     +-+ The information is very hard to read
6)
    How long does it take to complete the monthly claim schedules in ACS?
     +-+ 1 day a month
     +-+ 3 days a month
     +-+
     +-+ 5 days a month
     +-+ 10 days a month
     +-+ 15 days a month
     +-+
     +-+ 20 days a month
     +-+ 25 days a month
     +-+ 30 days a month
7)
    Would it be useful for the system to generate a General Ledger?
     +-+ Very useful
     +-+ Often Useful
     +-+ Sometimes useful
     +-+ Not useful
```

8)	How often do you inquire into the Automated Claiming System? +-+ +-+ Never					
	+-+ +-+ Seldom 2 times a month +-+					
	+-+ Regularly 5 times a month +-+					
	+-+ Often 10 times a month +-+					
	+-+ A great deal 25 times a month					
9)	How often do you inquire about payment/settlement data not on the Automated Claiming System?					
	+-+ +-+ Never +-+					
	+-+ Seldom 2 times a month +-+					
	+-+ Regularly 5 times a month +-+					
	+-+ Often 10 times a month +-+					
	+-+ A great deal 25 times a month					
10)	If the payment/settlement data is not on the Automated Claiming System, how do you get the information?					
	-+ -+ Written Report from another Office -+					
	-+ Phone call to Appropriate Staff					
+-+ +-+ Access to various Microsystem +-+						
	+-+ Other					
11)	Would it be helpful to have current payment/settlement information available on the Automated Claiming System?					
	+-+ 					
	+-+ Yes +-+					
	+-+ No					

12)	Would it be useful to have a history of payment/settlement information available on the Automated Claiming System?
	+-+ +-+ Very Useful +-+
	+-+ Often Useful
	+-+ Sometimes Useful +-+
	+-+ Not Useful
13)	Do you find that the current format of the Notice of Claim Settlement is?
	+-+ 
	+-+ Very Useful
	+-+ +-+ Somewhat Useful
	+-+ Somewhat Useiul
	+-+ +-+ Slightly Useful
	+-+ Siightiy Oseiti
	+-+ Not Useful at all
	+-+ NOC USEIUI AC AII
	+-+ It is very Confusing
14)	Do you find that the current process of mailing of notice of claim settlements is?
	+-+ Adequate
	+-+
	+-+ Needs Improvement
15)	Would it be useful to have ceiling data available on the Automated Claiming System?
	+-+
	+-+ Very Useful
	+-+
	+-+ Somewhat Useful

The following items have been identified as possible problems/shortcomings within the current automated claiming system. Please indicate whether or not you have any concerns with these areas, and rate them in order of importance to you. Use a scale of 1-8 with #1 having the highest priority.

		Rating (1-8)
1.	The claim schedules are time consuming to prepare	
2.	The system is down frequently	
3.	The BICS/ACS interface is useful	
4.	The Certification should be at final accept	
5.	The system should generate a General Ledger	
6.	The system should generate a Claims Register	
7.	There is not enough inquiry available	
8.	The screens are hard to read. (i.e. no comas)	
Add	itional Comments/Problems/Concerns:	



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