



**Georgia Department
of Human Services**

Office of Georgia Gateway Update

DHS Board Meeting | August 25, 2021

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stronger families FOR A STRONGER GEORGIA



Georgia Gateway Integrated Eligibility System (IES)

A state-of-the-art integrated eligibility system that provides a single point of entry for economic assistance programs.



GEORGIA GATEWAY USERS:



Georgia Gateway Functionality

Georgia Gateway provides benefits to workers, customers, and service providers with specific functionality to support each end-user.

Georgia Gateway System Components



Worker Portal

- Application Registration
- Enterprise Master Person Index (EMPI)
- Intake
- Data Collection
- Scheduling
- Correspondence
- Reports
- Interfaces



Customer Portal

- Prescreen
- Apply for Benefits
- Manage my Account
 - Renew Benefits
 - Report Changes
- Upload Verifications
- View Electronic Notices



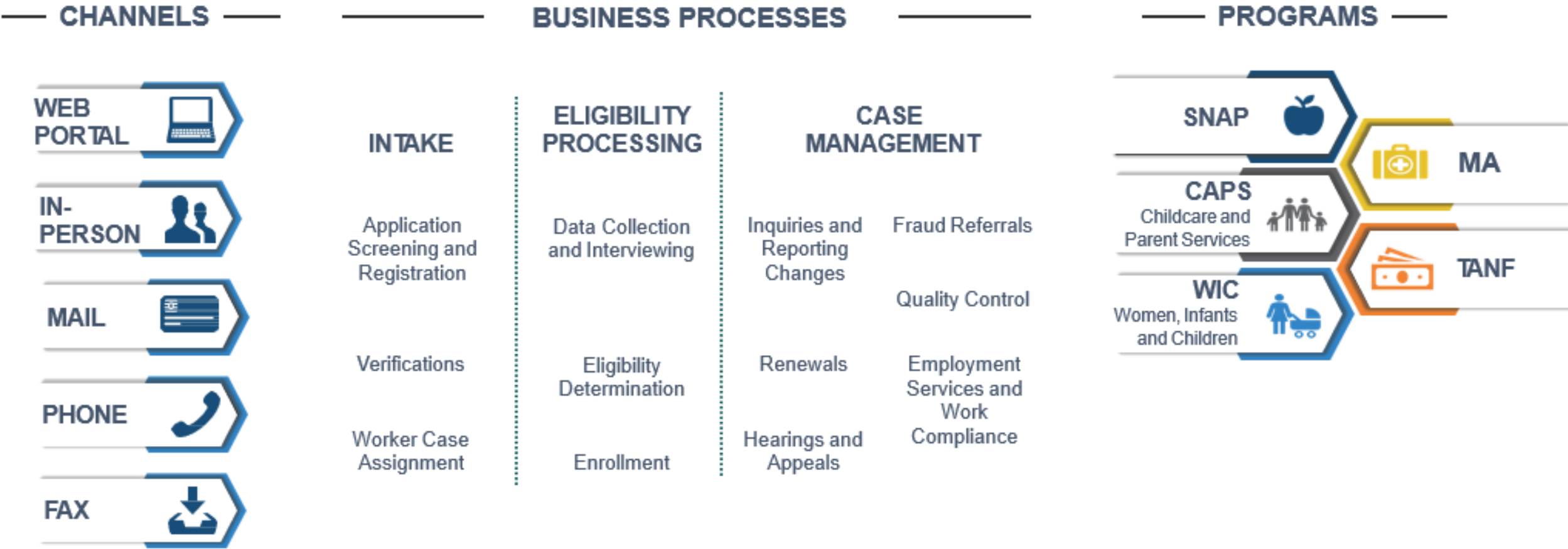
Provider Portal

- Prescreen
- Apply for Benefits
- Manage Customer Accounts
 - Renew Benefits
 - Report Changes
- View Account Status



Business Process Improvement

Collaboration and sharing information across multiple state agencies contributes towards ongoing efforts to streamline business processes for all programs and channels.



Benefits of Georgia Gateway



ONE-STOP SHOP FOR CUSTOMERS to apply for and manage their benefits



CENTRALIZES CUSTOMER INFORMATION using EMPI (Enterprise Master Person Index) to reduce potential for fraud, waste, and abuse



STANDARDIZES BUSINESS RULES for eligibility determinations



PARTNERSHIP OF DATA INTEGRATION SYSTEM (DIS) and trading partners enhances verification process



STREAMLINES ELIGIBILITY PROCESSING for customers who transition between Medical Classes of Assistance including PeachCare for Kids (PCK)



IMPROVES REPORTING CAPABILITIES in order to reduce time spent manually tracking and managing workload



Georgia Gateway Accomplishments

Customer Service

❑ Ease of Use Improvements

- Customer Portal and Worker Portal, Simplification of Notices

❑ Call Center

- Interview Team, Transcribing of Notes

❑ Extended Hours

- SNAP - Online and open 5 am - Midnight
- CAPS - Portal is open 24/7
- Medicaid - Portal is open 24/7

❑ Voter Registration Process

- Supports the federal requirement to offer constituents the opportunity to register to vote during online application, renewals, and change of address processes.
- Eliminates the cost and process of paying a 3rd party vendor to mail the GA Voter Registration form to constituents.



Georgia Gateway Accomplishments

Customer Service

☐ Pandemic Supplemental Nutrition Assistance Program (P-SNAP)

- Congress authorized P-SNAP in response to COVID-19. The program allows SNAP recipients who do not receive the maximum benefit for their household to get additional money automatically.

☐ Pandemic Electronic Benefit Transfer (P-EBT)

- The Families First Coronavirus Response Act includes a benefit called Pandemic-EBT (P-EBT) for children who received free or reduced-price school meals in the 2019-2020 school year, but their school was closed.

☐ Supporting Onsite Learning for Virtual Education Program (SOLVE)

- The program is part of the Governor's Emergency Education Relief (GEER) funding given to Georgia through the CARES Act in response to the COVID-19 Public Health Emergency.



Georgia Gateway Accomplishments

Technology

☐ New Dashboards for Caseworkers and Supervisors

☐ Robotic Processing Automation

- Implemented into the system to process work that does not require human intervention

☐ Auto Scheduling

☐ Password Reset Functionality Implementation

- Provides the ability for Gateway users to reset their username and/or password within Customer Portal faster and independently
- Reduce the Customer Help Desk call volume



Georgia Gateway Projects

Project	Description	Goals
1115 Pathways / Waiver / Patient's First Act	<p>Provides a new pathway to healthcare coverage for uninsured Georgians who do not qualify for Medicaid today, are under 100% of the Federal Poverty Level (FPL), and working at least 80 hours/month (or other qualifying activity)</p> <ul style="list-style-type: none"> • Go Live - Release 1: July 1, 2021 (On Pause) • Release 2: January 17, 2022 (Paused) Release 3: July 1, 2022 (Paused) 	<ul style="list-style-type: none"> • Support Georgians on a path to financial independence and self-sufficiency • Improve health outcomes through employment and affordable healthcare • Introduce consumer concepts to prepare members for the commercial market
Gateway Mobility	<p>The Georgia Gateway Progressive Web App (PWA) shall provide the ability for constituents to access benefit information, upload documents and use a mobile device to verify their eligibility for SNAP, MA, Georgia Pathway, PeachCare for Kids, TANF, WIC and Child Care programs.</p> <ul style="list-style-type: none"> • Pilot - September 2021 • Go Live - Phase 1: October 2021 Phase 2: January 2022 	<ul style="list-style-type: none"> • Reduce office and call traffic by allowing constituents easy access to their benefits information
Cloud Migration	<p>Existing on-premise GA Gateway Infrastructure and application environments will be migrated, lift & shift, to Amazon Web Services (AWS) cloud platform</p> <ul style="list-style-type: none"> • Go Live - March 20, 2022 	<ul style="list-style-type: none"> • Enhanced support and management of GA-IES infrastructure and application after AWS cloud migration
1332 Georgia Access Waiver	<p>Waives the State's participation in the Federally Facilitated Exchange (FFE) and implements an innovative, private market model to deliver front-end services to Georgians with State-based and State-controlled subsidies that can be combined with employer contributions</p> <ul style="list-style-type: none"> • Go Live - Plan Year 2023 (Soft Launch by 09/10/2022 and Operational by Open Enrollment Nov. 1, 2022) 	<ul style="list-style-type: none"> • Enable flexibility to meet Georgia's unique health coverage needs • Increase access and improve customer experience • Improve affordability • Increase plan options and choice • Foster innovation



Questions

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