

The Platform

Quarter 1, 2020



Supporting the Platform

InspiriTec – A History of Service

What comes to mind when you think of a contact center? You might recall a bad experience you've had as a customer-navigating long phone trees, waiting on hold, unhelpful agents. You may picture a stressful work environment and you'd be right: The industry's turnover rate is *double* the average for other US occupations.

But there's a contact center headquartered in Philadelphia where employee fulfillment and customer service are *both* key metrics. InspiriTec, a non-profit organization, is the culmination of decades of advocacy and business development. Its blended mission to provide employment opportunities for the disadvantaged and premier customer service for its clients makes InspiriTec a unique player in the call center industry.



In fact, it was the first organization of its type in the country.

With the help of assistive technology, individualized work plans and accommodations, employees can develop their professional skills and personal growth. The InspiriTec approach is known as Inspired Social Entrepreneurship. It's based on the premise that business and social work can not only coexist but *thrive* together. It's about uniting the best of both worlds.

The idea's roots can be traced back to the University of Pennsylvania (Penn) in the late 70's. The personal computer had arrived on the scene, and with it came a new world of vocational opportunities. John Connolly was an intern working for a radical new program. "There was an IBM executive who sustained a spinal cord injury and he felt that persons with disabilities could do data processing-type jobs," he recalls. "IBM set up a program to teach computer programming to people with disabilities. It was founded at Penn with OVR [Office of Vocational Rehabilitation] money and IBM expertise."

Using the first IBM PC on campus, they learned to modify computers to accommodate a spectrum of impairments utilizing large fonts, braille, and even text-to-speech. Assistive technology was born. *(continued on page 3)*

"InspiriTec was the pioneer... the example that other people followed."

- Dean Marino, Director of Strategy & Innovation at InspiriTec

What is Organizational Change Management? (and why is it important?)

The New Year holiday represents the remembrance of the passing year and provides the opportunity to consider making positive changes for the future. Part of making those changes is coming up with a list of resolutions. Millions of New Year resolutions are made but not kept.



Why do so few resolutions lead to change?

Change is common, natural, and inevitable. Years, people, and organizations change. The department often launches new projects and initiatives to improve performance and better support the needs of Pennsylvania's citizens. Even though change is frequent, it is often a complex and difficult process. The challenges arising from all this change must be met with effective organizational change management.

Successful organizational changes result from business processes and people maturing simultaneously. Organizational change management is a holistic, proactive, and structured approach that emphasizes people's transition from a current state to a desired future state.

Change often engenders fear of the unknown which can directly impact a person's ability to learn and be effective.

Organizational change management helps employees receive the awareness, leadership, knowledge, and support needed to change successfully. This requires leaders be aligned to the vision and champion the change. Communications need to occur early and often. Stakeholder concerns need to be understood and addressed. Learning and development resources need to be convenient and timely.

When organizational change management is done well, people are engaged in the change and work collectively towards a common objective.

One of the department's major resolutions for 2020 is to begin the implementation of the MMIS 2020 Platform. To achieve this resolution, the organization acknowledges the importance of an effective change management strategy and process. Therefore, you will begin to see and hear more about the project throughout 2020.

Upcoming Events:

January 29, 2020 - SI/DH and EDI Kickoff Meetings for Department Stakeholders

MMIS 2020 Platform RFP Releases

Since the 4th quarter 2019 edition of The Platform was issued, the RFPs listed below are in various stages of procurement or pre-release status.

- **Electronic Data Interchange (EDI):** Contract has been awarded.
- **System Integrator / Data Hub (SI/DH):** Contract has been awarded.
- **Multi-Lot RFP: Managed Care Administration (MCA), Financial (FIN), Fee-for-Service (FFS):** RFP responses are due March 13, 2020.
- **Multi-Lot RFP: Prior Authorization (PA) and Outbound Mail (OBM):** Evaluations are being conducted.
- **Multi-Lot RFP: Third Party Liability (TPL) and Program Integrity Management Services (PIMS):** Targeting RFP release first quarter 2020.
- **Provider Management (PM):** Preselection negotiations are being conducted.
- **Outpatient Drug (OP-Rx):** Supplier Forum held December 6, 2019.
- **Electronic Visit Verification (EVV):** Supplier Forum is being planned.

Questions about the MMIS 2020 Platform related procurements?
Contact the [DHS Procurement Office.](#)

InspiriTec, continued

(continued from page 1)

The public-private partnership at Penn would be the origin story for InspiriTec, and it would set Connolly on a path that he never expected. “I was a graduate student at Penn; I was also a graduate student at Temple at the same time. I didn’t think I was going to be doing this... I thought I was going to become a Jesuit priest!” Instead, he met his future wife and found himself needing a new outlet for his missionary zeal. He continued to work with the program, even as it changed homes and names over the years, always working to advance opportunities for persons with disabilities.

In the mid-90’s, while the program was called Abilitech, a new opportunity presented itself which would change the direction of the work they were doing.



Connolly learned of an RFP: the Department of Conservation and Natural Resources had a new revenue and reservation system that required call center support. With encouragement from the Pennsylvania Industries for the Blind and Handicapped (now UniqueSource) Connolly considered it, and then made the leap. “We were providing customer service for some of the IT work that we were doing already, although on a very small scale. That was the seminal moment where we moved into the help-desk phase in 1996. We found our niche.” In 2000, Connolly founded InspiriTec.

Building an organization is challenging, especially one with dual purpose, but Connolly is undeterred. He has a strong team that shares his vision. “We’re motivated by some sort of higher calling,” he says. The hard work is paying off. InspiriTec already works with DHS on a number of different contracts, managing the IT help desk and also providing support for Medical Assistance enrollment, the Child Welfare Information System (CWIS), and the Low-Income Home Energy Assistance Program (LIHEAP).

“We’re grateful for our partnership with DHS. We value that relationship tremendously.”

- John Connolly, President, CEO, & Founder of InspiriTec

The InspiriTec team is in discussions with DHS to provide Tier 1 Support Center (TSC) services for MMIS 2020 Platform users. The TSC will be the public-facing voice of the platform- answering questions, providing assistance, and working with DHS to build a user-friendly system that produces the right outcomes. Connolly is confident that “by being involved on the front end, we help contribute to its success.”

DHS looks forward to continuing its collaboration with InspiriTec on the MMIS 2020 Platform Project!



TSC agents speak with users of the MMIS 2020 Platform, so the TSC is represented by the mouth of the TACO.

Platform Recap

The Department of Human Services' MMIS 2020 Platform will be a modular system- a design the Centers for Medicare and Medicaid Services believes reduces risks, costs, and complexity of projects. All the modules are autonomous but must work together to perform the functions necessary to meet the needs of Pennsylvania's citizens.

Overall, the MMIS 2020 Platform Project will support almost three million individuals who are enrolled in the department's programs.

The modular design will bring together multiple contractors and provide automated support for department programs in both the fee-for-service and managed care organization delivery systems.

The following existing systems are being leveraged by the department: Drug Rebate, Client Information System (Member Enrollment), and Home and Community Services Information System (HCSIS).

Below is the system diagram. In future issues, we will focus on specific modules and how they will contribute to the overall platform.

