

Case Management System: Tracking Functions and Generating Reports

The legacy system of California's Department of Insurance's (CDI) Investigations Division did not meet business or employee needs. Users were required to conduct calculations and construct documents. Because there was little uniformity across the State, users also often had to engage in lengthy processes in order to access information held in regions distinct from their own. TrinityTG offered to implement a system capable of facilitating business processes and utilizing employee time more effectively. The solution allows users to carry out a number of business operations with greater speed, accuracy, and security.

Overview

The Investigations Division Case Management (IDCM) application is a case management system that captures all the activities from intake to closure. The case management system improves the programs capability to track the various functions that are performed during the investigation of an insurance case. The system also provides a centralized database that would allow program participants to generate statistical reports and do analysis on the data being entered.

Users:

Approximately 100 users in California's Department of Insurance Investigation spread over 9 regional offices across the State of California.

Key Benefits to the Client

- **Streamlined Business Process** – The Investigation Division application coordinates the business processes (i.e. viewing profiles, routing mail, generating documents) across all regions and users.
 - **Ease of Use** – The application is easy to use and allows users with varying levels of computer proficiency to benefit from it.
 - **Document Generation and Centralized Storage** – All documents and letters related to business processes are generated by the system and stored in accessible and centralized document locations.
 - **Accuracy of Data and Reports** – Calculations are automated and status changes are tracked via history tables to maintain data integrity, making reports more accurate.
 - **Strict Security Restrictions** – Security roles are enforced and, through select accessibility, ensure data accuracy and confidentiality.
 - **Auditing Data Changes** – Application has inbuilt auditing capabilities that help to determine the reason for any changes as well as who made the change.
 - **Integration of Maps and Addresses Applications** – The maps integration allow investigators to identify and locate addresses for search/arrest warrants.
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TrinityTG worked collaboratively with CDI's investigation division to determine their current and perceived future needs. The resulting IDCM System Solution offers the division many enhanced features, including:

Recording and Maintaining of Profiles:

- To ensure that profiles remain updated throughout a case, even in the event of duplication, system profiles can be merged with alternate profiles to update and reflect all case information.
- In the new application users can add/change addresses in profiles.

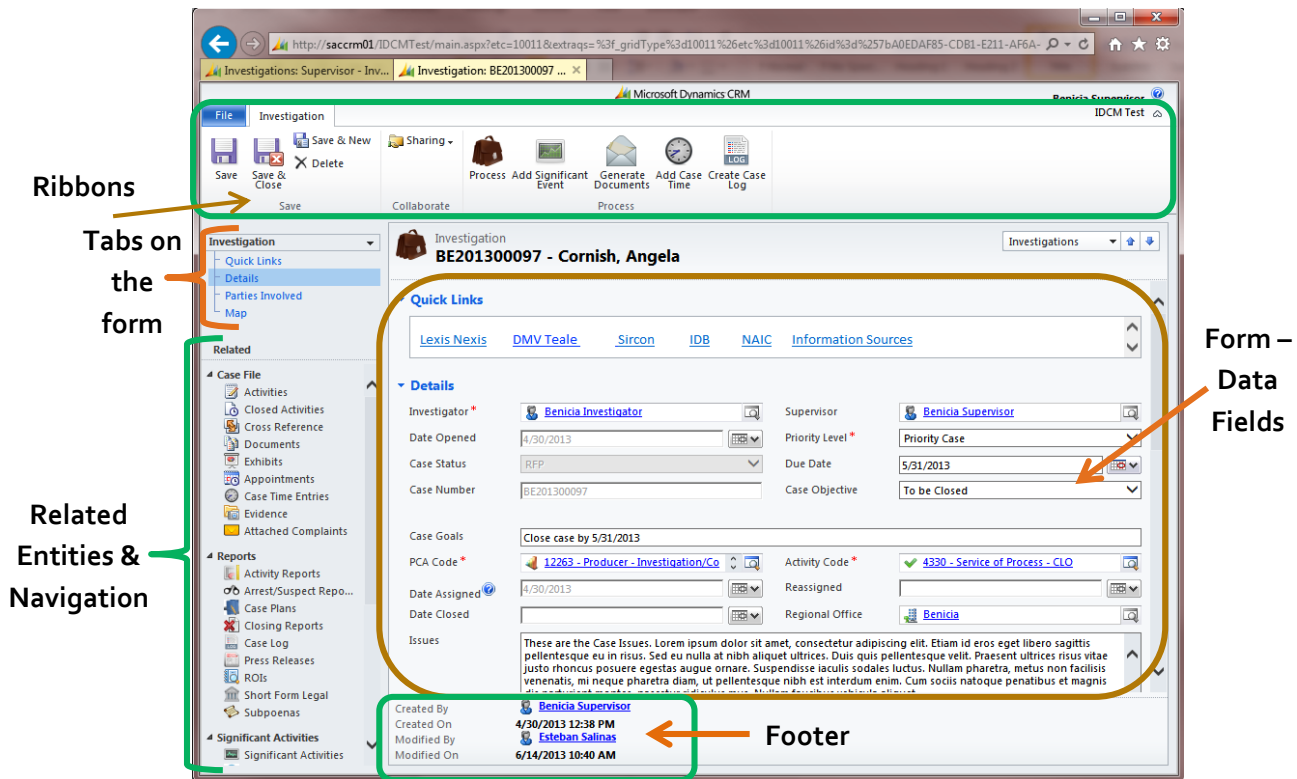


Figure 1. When a record is selected and opened up for editing or when the user clicks the “New” button to create a new record, a data entry form for that record pops-up as a new Internet Explorer window. The layout of the form elements is controlled by the customization; however the ribbon elements and the navigation changes in order to allow for functionality to “Save” the data on the form.

Mail Intake and Letter Generation:

- System users now have the ability to process and route mail to the parties concerned with the case.
- Letters can be generated and sent through the system at the convenience of the user.

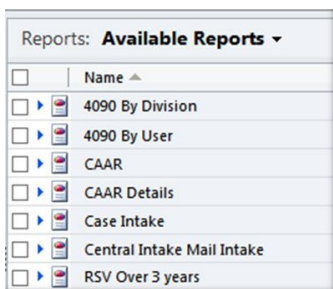
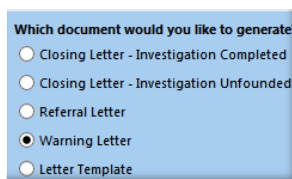


Figure 3. Letters and Reports Generated in the IDCM System



Investigation Case Updates, Security, and Accuracy:

- Users can process an investigation across all the possible stages in the life cycle of the case.
- Secure, role-based access is enforced: only users responsible for the case can work on the case.
- Validated users can add significant activities to the case from creation to closure.
- Users can add case related activities such as: activity reports, subpoenas, press releases, arrest and search warrants, or operation plans that were carried out during the process of the search or arrest.
- The application enables users to plot activity reports and profile addresses on a map.
- Through the ICDM it is possible to view all case documents in a centralized SharePoint folder.

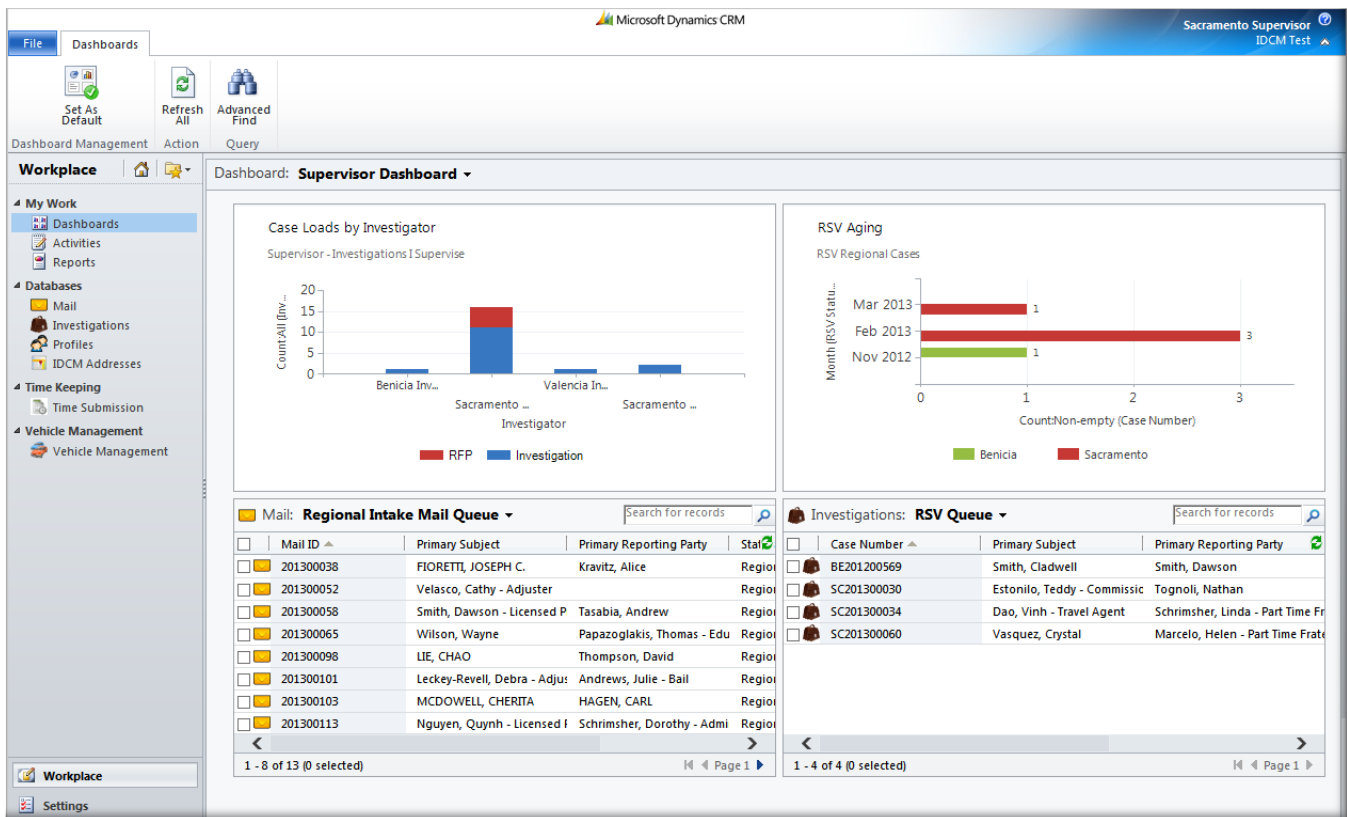


Figure 2. The dashboard is the first thing each user will see once they have logged in to the system. Each user role type (Investigator, Supervisor, Intake Worker, Analyst, Division Chief, etc.) has their own dashboard that displays real-time information relevant to their position, responsibility, and Span of Control.

Approach

- TrinityTG built the solution on Microsoft Dynamics CRM, which allowed case management solution and customizations.
- The IDCM solution enables the creation of rich-text formatted data for use in letters and documents.
- The IDCM solution also required the use of SQL Server Reporting Services to generate canned reports that provide analytics on the data being captured.
- TrinityTG provided the capability to view activities related to an investigation on a map, as well as to embed maps and directions into documents and reports.
- Business logic surrounding the approval steps for the various case components were achieved using dialogs, workflows, and custom plugins.

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