

No Wrong Door Transformation Grant

www.mysoonerhealthcare.org



What is No Wrong Door (NWD)?

Online
Application

Streamlines
policy and
processes

Immediate
feedback



Why create this program?

Oklahomans are unsure if they would qualify.

People don't want to admit needing State assistance.

No Wrong Door can assist!



B A C K G R O U N D



Deficit Reduction Act 2005

\$6.2 million for Transformation Grant

400,000 beneficiaries



Goals

Eliminate barriers that prevent applications

Increase effectiveness and efficiency

Vehicle for multiple program applications



NWD Populations (Phase I)

SoonerCare

**SoonerPlan
(family
planning
services)**

**State
Mental
Health and
Substance
Abuse**



NWD Upcoming Populations

Insure Oklahoma

Aged, Blind, Disabled

Breast and Cervical Cancer

Temporary Assistance for Needy Families



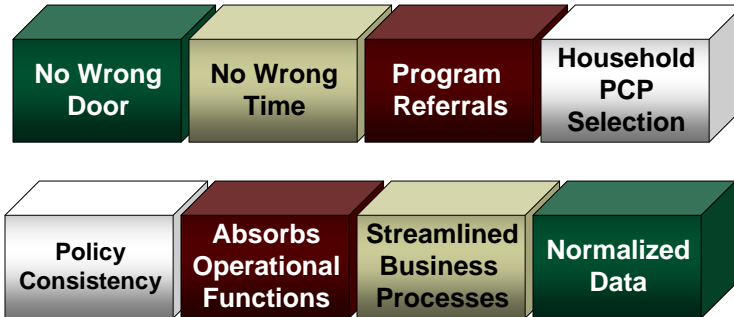
New and Improved

Changing the way we do Business

Old	New
Business hours 8am to 5pm	Apply any time of day
Waiting 20 – 30 days for eligibilty	Real Time Eligibility
Welfare	Reducing Social Stigma
Policy applied by individual workers	Policy uniformly applied
No Primary Care Provider Choice	Primary Care Provider selected at application



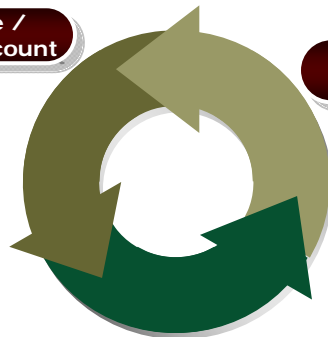
Benefits of NWD



New Process Description

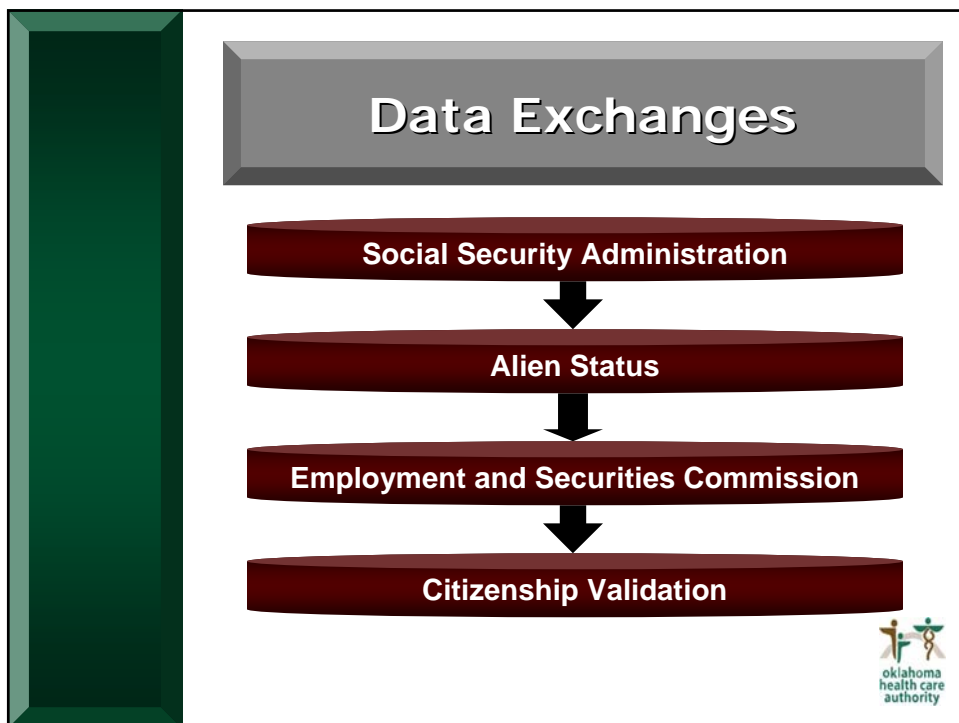
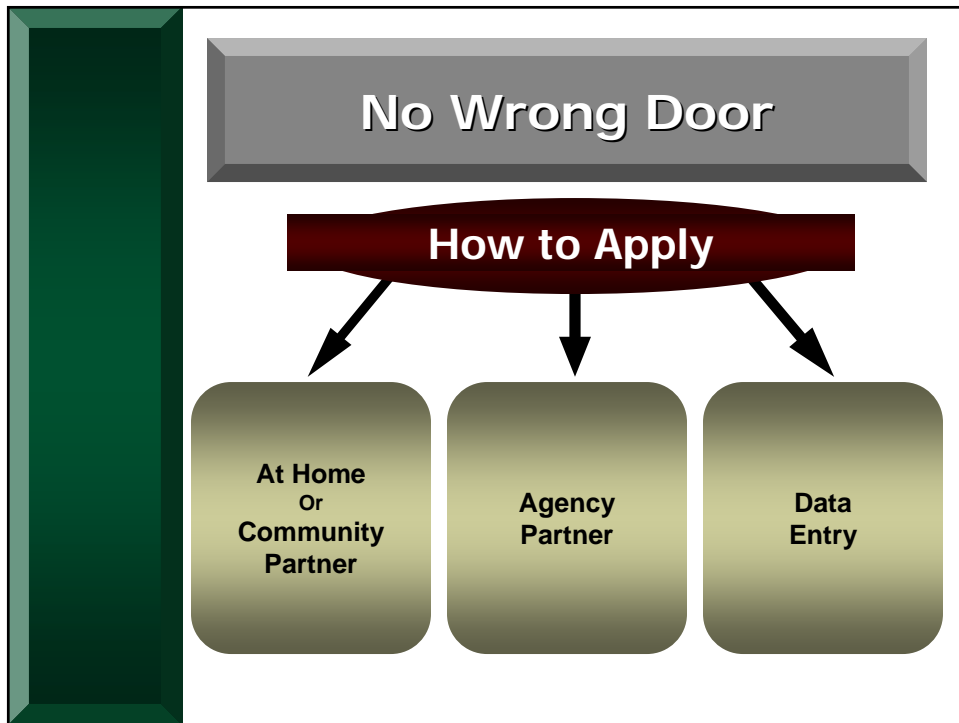
Apply Online /
Manage My Account

Eligibility Decision
Made



Data checking and
exchanges





What have we done?

Wireframe application with focus groups

Create www.mySoonerCare.org

Intuitive, Step by Step Navigation

Create User Accounts

At-home & Community Partner Options

Tell me more
(am I eligible?)



Apply Now



Manage My Account



Questions

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