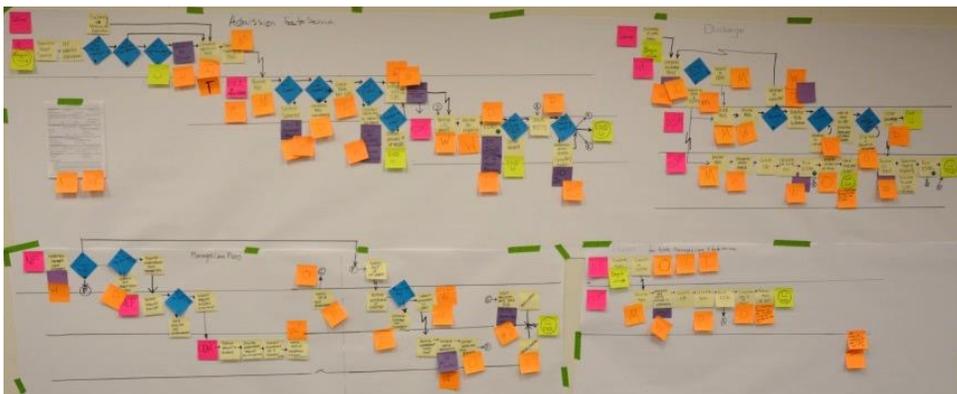**LEAN Ohio**

Lean Ohio Kaizen Event Fact Sheet
Ohio Department of Medicaid — 9401 Process

Issue: Due to Ohio Benefits going live on August 1, 2016, the process for nursing facilities to submit data historically found on the 9401 had to be updated. These changes caused much confusion, extra work and backlogs between agencies.
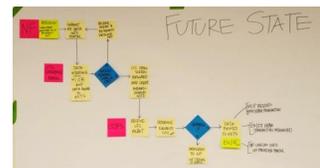
Department	Changes to Process	Metrics	As a Result
Ohio Department of Medicaid 9401 Process January 23-27, 2017	Three separate processes combined into one. Eliminating paper forms and establishing one point of entry for 9401 information. Separating 9401 information from eligibility impacting information.	Process steps reduced from 70 to 10 (86% reduction) Decision points reduced from 17 to 2 (88% reduction) Handoffs reduced from 15 to 5 (67% reduction)	Patient admission, discharge, and eligibility information will be more easily and consistently shared between all stakeholders, resulting in decreased loss of coverage and services to long-term care patients.

Major Improvement	How it was accomplished
Reduce the number of times and number of people needing to touch the 9401 form.	Establishing a portal for Nursing Homes to enter admission and discharge information. Created a form for changes to eligibility impacting information for all Medicaid recipients.
Remove separate processes for fee-for-service and managed care individuals	Allowing nursing facilities to submit 9401 data for both categories of individuals.
Eliminate a backlog of 9401 data entry	New process removes dependency on additional entities entering data.

Current-State Process Map

Future-State Process Map

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