



PRODUCT ENGINEERING

CASE STUDY APPLICATION UPGRADE

Department of Health Care Services **upgraded its enterprise application** for Children Medical Services Project thereby delivering **excellent medical services for 170,000 children**, with R Systems' Application Upgrade service.



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Problem Statement

The Children Medical Services (CMS) Net system at California Children's Services (CCS), Department of Health Care Services (DHS), was in the maintenance phase, and CCS lacked adequate methodologies and required skills to ensure efficient maintenance of system.

Business Need

- Maintenance and upgrade of CMS Net system
- Conversion of CMS Net with relevant enhancements for counties that are yet to migrate to CMS Net
- Making CMS Net a HIPAA compliant system

Solution Approach

- Assumed the responsibility of overall maintenance and upgrade of CMS Net system.
- Services included:
 - Project Management
 - County Conversions
 - CMS Net Help Desk support
 - Software maintenance operations
 - HIPAA Gap Analysis
 - Performance monitoring and tuning
 - Training Co-ordination to Counties
 - System Documentation Support
- Assisted in migrating the counties to use CMS Net

The Benefits

- Excellent medical services for approximately 170,000 children
- Quick medical case management across 58 counties in California
- High agility for migrating counties
- Online access to data for 2,500 users (health care professionals, case managers, and administrators)
- Absolute compliance with HIPAA, specifically to the health claims