

Tennessee Online Dispute Resolution Report

Tennessee Online Dispute Resolution



Project Overview

The Tennessee Online Dispute Resolution Portal is a web application that provides mediation and judicial resources for pre-court filing resolution services. Currently, the Online Dispute Resolution (ODR) platform is managed by Catalis and utilized in Hamilton County at Erlanger Hospital. The platform assists in rectifying medical debt to alleviate the backlog in general sessions court. The existing platform enables debtors to settle their medical debt without resorting to court proceedings and has proven effective for this purpose. However, it is limited in its ability to handle other types of disputes, lacks flexibility, and incurs high subscription costs.

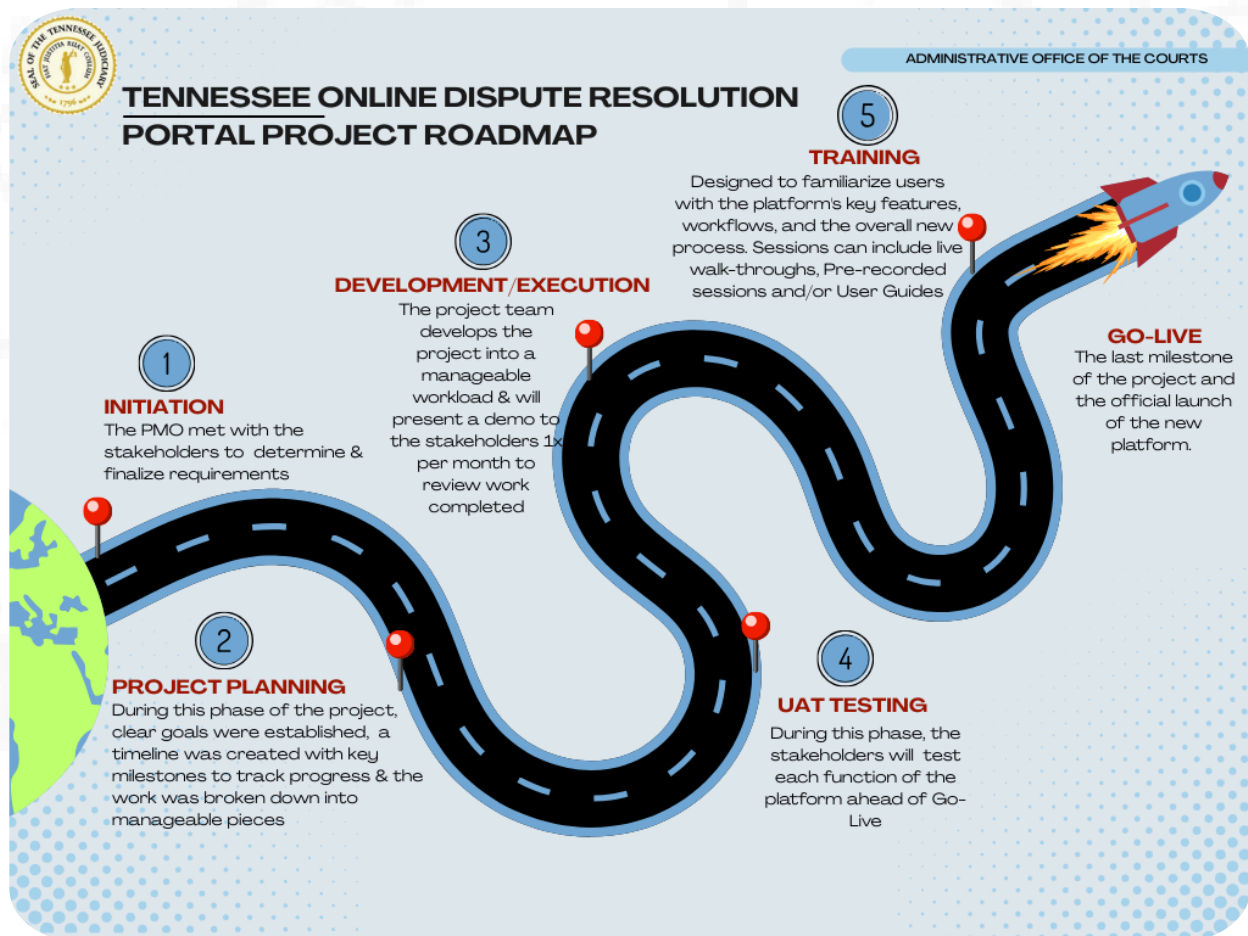
The new Tennessee Online Dispute Resolution Portal will function as an in-house platform managed by the Information Technology Services Division (ITSD) to enhance its capabilities across various hospitals and accommodate additional types of disputes statewide. The proposed system is designed to eliminate reliance on external vendors, streamline processes, and provide a user-friendly interface for debt resolution without the necessity of court intervention. This initiative signifies a substantial advancement in the efficiency and accessibility of dispute resolution services.

We are pleased to announce that the Tennessee Online Dispute Resolution Portal initiative officially commenced on March 17, 2025. The project team, in collaboration with the product owner and other stakeholders, has diligently worked to identify key processes and features, thereby laying a solid foundation for the work that lies ahead.

What Have We Accomplished

During the initiation phase, the project team undertook critical planning activities, which included the development of comprehensive workflows to accurately reflect the processes of the new platform, the collection of over 142 business requirements, and the identification of six features designed to address all project needs for delivering a scalable platform.

Furthermore, the project team successfully completed the planning phase, which involved the creation of a clear and detailed project scope that encompasses a structured project plan, a defined project timeline, prioritization of features and work items, as well as effective communication strategies.

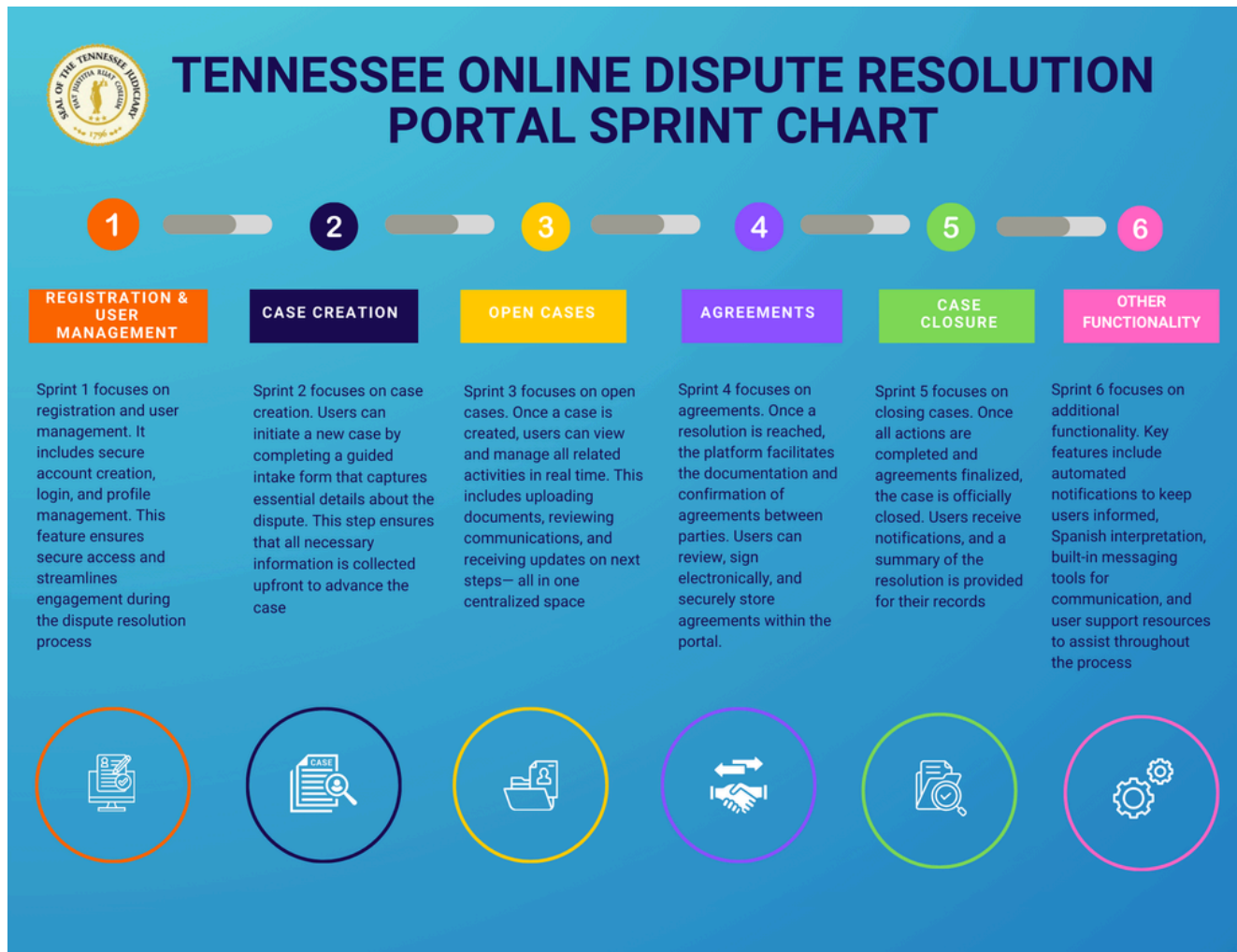


Where Are We Now

We are currently in the development and execution phase of the project. During this phase, we are employing an iterative approach by segmenting the work into sprints, concentrating on one feature at a time. We have successfully completed the development of the first sprint feature, which focused on registration and user management. We are now progressing into the second sprint, which centers on the creation of a new case. The project manager and business analyst conduct regular meetings with key stakeholders to provide ongoing updates and facilitate demonstrations that showcase completed features while addressing any issues or challenges encountered during the sprint.

Upcoming Activities

Sprint 3 is scheduled to commence on April 28, 2025. During this sprint, our primary focus will be on user roles, including creditors, debtors, and mediators, who will have the capability to view open cases through a dashboard interface. This dashboard will enable users to search for open cases, monitor case statuses, and receive notifications related to open cases, all within a centralized platform.



We appreciate your continued support and collaboration as we advance the development of the Tennessee Online Dispute Resolution Portal project. Your engagement and invaluable input have been instrumental in driving this initiative forward.

As we move into the next phases of development, we remain committed to delivering a new system that meets the needs of all stakeholders, enhances efficiency, and ensures a seamless dispute resolution experience. We look forward to your ongoing support and insights as we work together to achieve this shared vision.