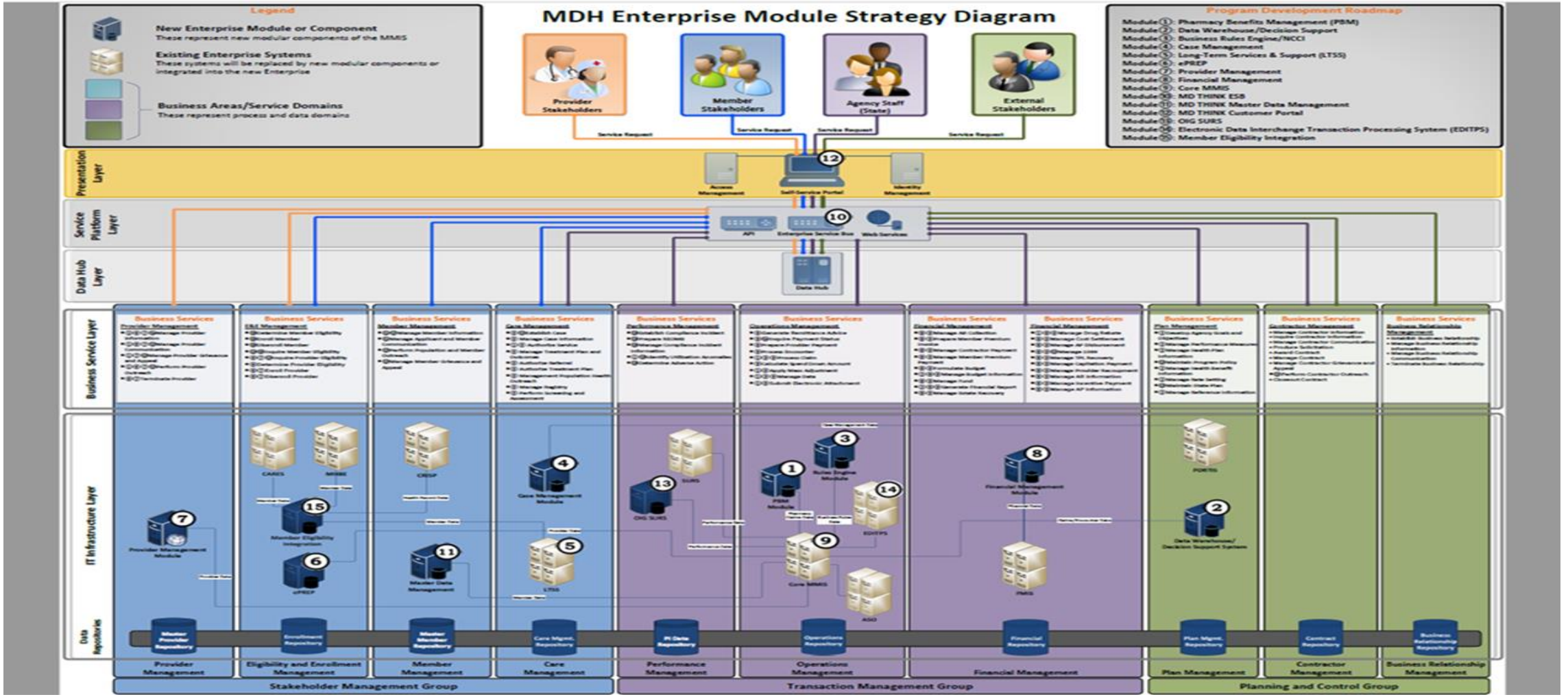
MARYLAND DEPARTMENT OF HEALTH

MEDICAID MANAGEMENT INFORMATION SYSTEM TRANSFORMATION

Office of Medicaid Director

May 23, 2019

What is included in MMIS?



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Why Are We Doing This?

PROBLEM

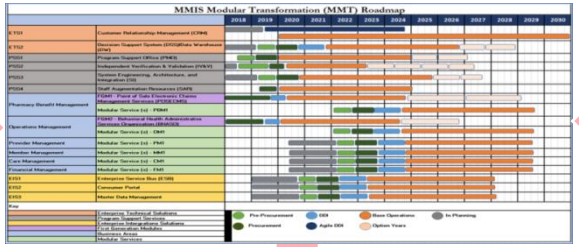
- Operational Needs for Better Outcomes
- Program Integrity
- Antiquated Systems

- OCM and BPI
- Governance Implementation
- System Modernization

Influencing Factor

MDH Vision
Customer Service
Program Integrity

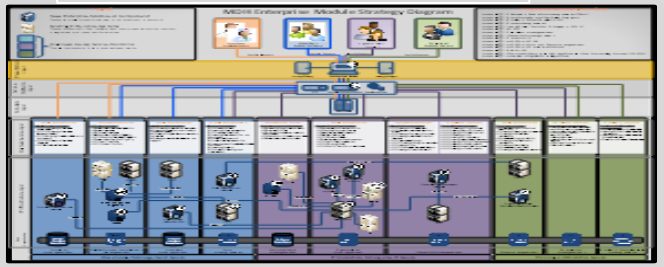
MMT Roadmap



Influencing Factor

CMS
Standards and Conditions
Reuse
Modularity
MITA

Concept of Operations



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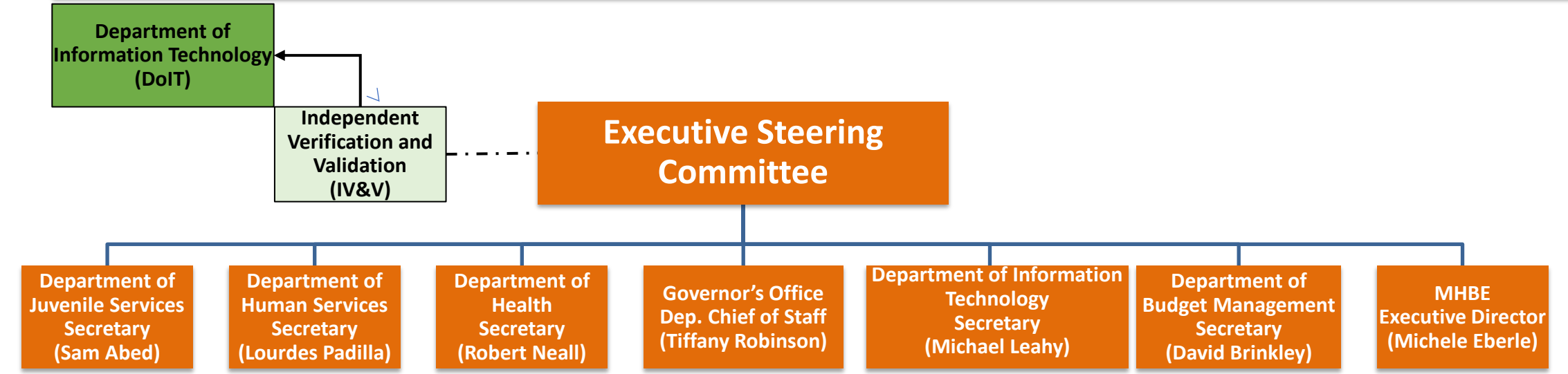
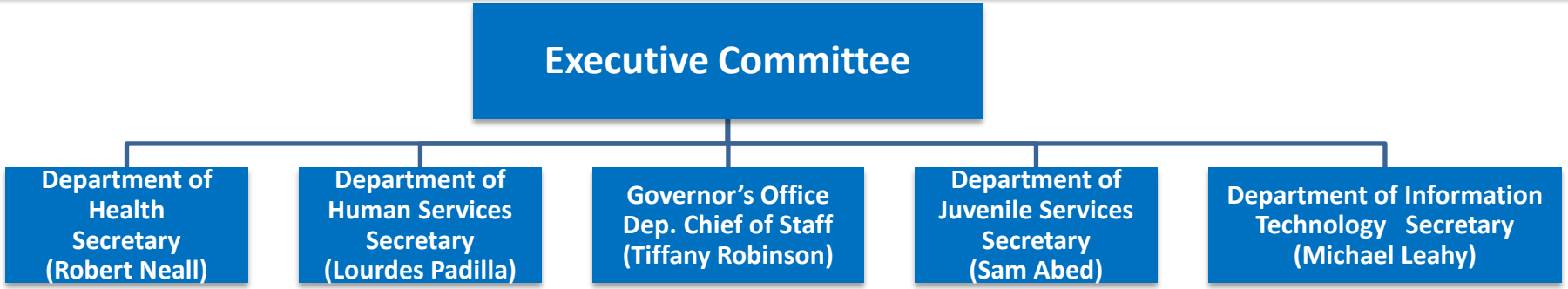
Governance

The Executive Steering Committee conducts monthly meetings for updates and guidance



The Executive committee is available for close coordination and frequent phone/ e-mail check-ins



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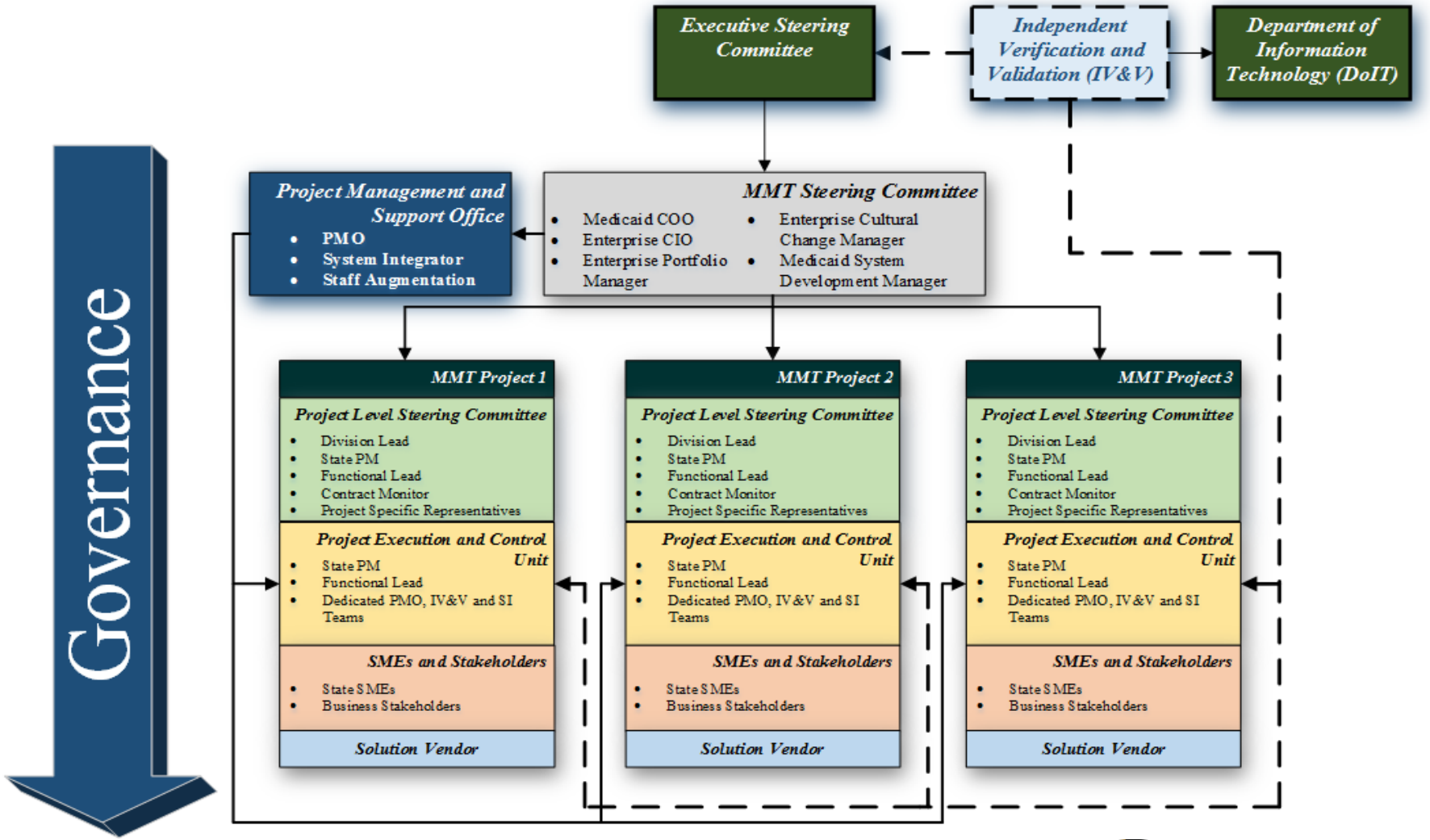
MMT Governance



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MDH MMIS Transformation

MMT Program Evolution

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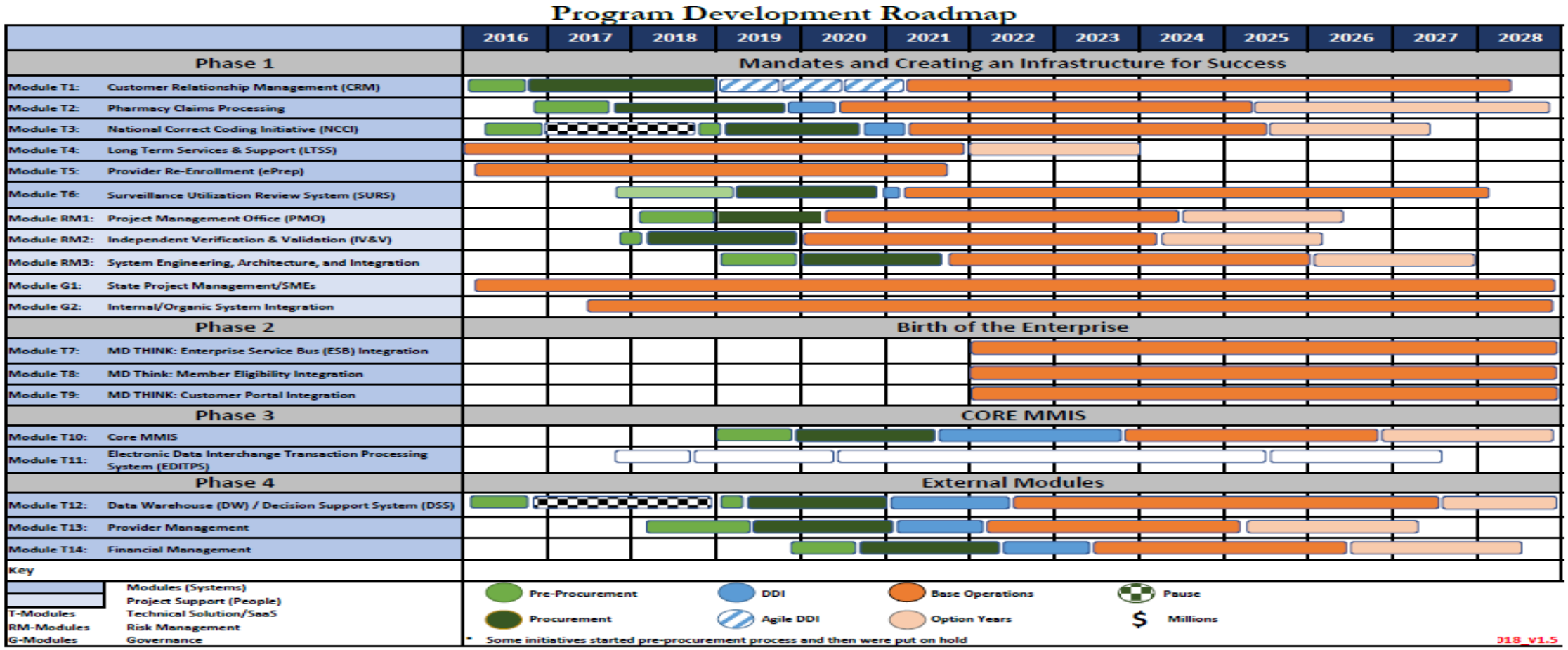
MMT Program Evolution

- Initial focus on schedule and organization driven by procurement constraints
- Current focus on alignment of business needs with program integrity and customer service
- Timelines driven by maximizing impact to operations and the logical advancement of enterprise technologies

Old Roadmap



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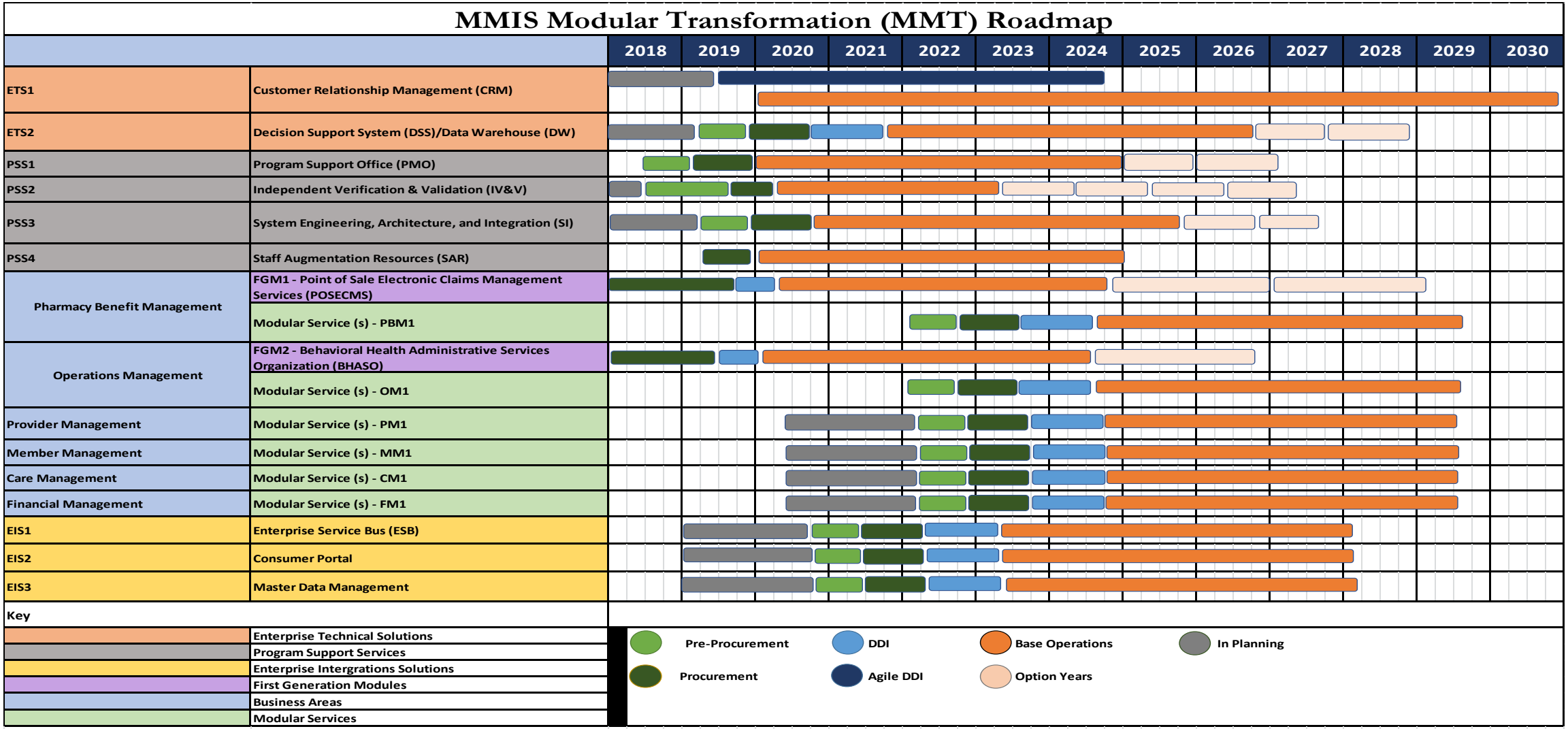
MMT Roadmap



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MMT Roadmap Areas

Roadmap Area	Description
Enterprise Technology Solutions (ETS)	• Most operationally impactful modules and support all aspects of Medicaid programs across all business areas • Implemented first to allow the state to realize benefits and address current issues • Premier solutions for improving customer service and strengthening program integrity
Program Support Services (PSS)	• Represent human resources needed to support MMT and facilitate success • PMO and SI primary vendors supporting planning and execution • IV&V provides oversight, monitors and reports project status, and is key to CMS modular certification • Staff Augmentation Resources are critical to allowing state staff to participate in project activities and support overall MMT effort

MMT Roadmap Areas

Roadmap Area	Description
Enterprise Integration Solutions (EIS)	• Technologies that establish the Medicaid Enterprise platform • Consumer portal will serve as single point of entry for all Medicaid services • ESB will serve as central communication hub • MDM will ensure data integrity across the enterprise
Modular Services	• Represent future modules of the MMIS designed to integrate into Medicaid SOA and provide services across the Medicaid enterprise • Can only be implemented after the integration platform is operational

Customer Relationship Management (CRM)

Customer Relationship Management

- Enterprise-wide solution – supports **72** Medicaid business processes
- Will move MDH up the MITA maturity scale through automation and integration across the organization
- Customer Service – common database will provide more holistic view of customer interactions and services

Decision Support System/ Data Warehouse (DSS/DW)

Decision Support System

- Enterprise-wide solution – supports **74** of Medicaid business processes
- Will move MDH up the MITA maturity scale through data management and analytics
- Program Integrity – analytics will support fraud, waste, and abuse activities including federal surveillance and utilization review requirements

MITA Maturity Levels

National Average

Minimally Compliant and Efficient

Level 1

- Meeting Regulations and Statutes
- Manual
- Paper-Based

Automated and Managed

Level 2

- Increased Automation
- Increased Standards
- Cost Management
- Improving Quality

Standardized, Integrated, Governed

Level 3

- Adopting National Standards
- Intrastate Exchange
- Coordinating with Other Agencies
- Reusable Processes

Aspirational

Data and Outcome Driven

Level 4

- Widespread Access to Secure Clinical Data
- Improved Health Outcomes
- Interstate Data Exchange
- Quantitative Measures
- Shared Services

Optimized and Adaptive

Level 5

- National Interoperability
- Program Optimization
- Maximize Automation of Routine Operations
- Program Strategy and Planning Optimization
- Optimizing Evaluation Activities

MDH MMIS Transformation

Current Procurements

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MMT Procurements

Project	MMT Roadmap Initiative	Status - Estimated Design, Development, Implementation (DDI) Operations (OPS)
Point-of-Sale Electronic Claims Management Systems (POSECMS)	FGM	- Evaluating proposals - DDI begin Oct 2019
Behavior Health Administrative Service Organization (BHASO)	FGM	- Evaluating proposals - DDI begin Jul 2019
Independent V&V (IV&V)	PSS	- DoIT finalize RFP - OPS begin Feb 2020
Program Management Office (PMO)	PSS	- TORFP submitted to DoIT procurement - OPS begin Feb 2020
Systems Integration (SI)	PSS	- Gathering requirements - OPS begin Oct 2020
Data Warehouse/Decision Support (DW/DSS)	ETS	- Gathering requirements - OPS begin Oct 2020
Customer Relationship Management (CRM)	ETS	- Salesforce development TORFP - Agile DDI begin Jul 2019