



State of Indiana Medicaid Management Information System Implementation and Certification

BACKGROUND

netlogx was the Project Management Office (PMO) to assist the State of Indiana in transforming its legacy, monolithic Medicaid Management Information System (MMIS) into a modular, flexible, and integrated technology and services system. netlogx oversaw the design, procurement, development, and implementation of three large MMIS modules, including a Core MMIS, Enterprise Data Warehouse (EDW), and a Pharmacy Benefit Management (PBM) System. As part of this implementation effort, netlogx led the client's effort to obtain Federal certification from the Centers for Medicare and Medicaid Services (CMS), which consisted of evidence identification, collateral review, preparation for the CMS certification review, coordination of all efforts across the vendor and State team members, final CMS presentation development, follow up, document retention, action item management, research and analysis, sign-offs tracking, and final auditing.

SOLUTION

netlogx analyzed the Federal requirements pertaining to CMS certification and entered this information into Lean Six Sigma-based House of Quality (HOQ) tracking Excel spreadsheets to manage the completion of checklists and other certification tasks. We also created a standard process and documentation for vendors to use to report artifact status.

PROBLEM

Under the previous Medicaid Enterprise Certification Toolkit (MECT), MMIS certification was a rigorous and defined process, requiring the compilation of a great deal of data. CMS developed a prescriptive methodology for certification that used multiple checklists including 800+ criteria and associated critical success factors. Thousands of data points needed to be identified, located, reviewed, summarized, referenced, and linked to the appropriate checklist, then stored in a secure site for CMS reference. The newer CMS method is an Outcomes-Based certification (OBC). Though less difficult and demanding than its predecessor, MECT, OBC offers other unique challenges.

ADVANTAGES

- netlogx has the subject matter expertise to locate, review, and evaluate collateral and artifacts required by CMS for certification; this expertise allows netlogx to offload some of the State staff time needs and make the State staff team more productive
- The 1,000+ action items created during the process were resolved and any necessary changes to artifacts or checklists were made and recorded



ADVANTAGES (Continued)

- All certification documents and artifacts were stored in a secure file exchange system that met State requirements for security and secured access, keeping Protected Health Information (PHI) and/or Personally Identifiable Information (PII) confidential
- The use of a netlogx-developed standard artifact template helped to ensure vendor compliance in submitting artifacts to the file repository
- netlogx has successfully managed OBC certification endeavors as well for multiple systems across multiple clients

RESULTS

- Reduced the rework needed after the CMS audit, minimizing the amount of time it took to complete the State of Indiana's MMIS certification
- Certification of the system resulted in tangible, value-added benefits in the form of Enhanced Federal Funding (EFF) reimbursements to the State and enhanced funding from CMS for maintenance and operations of the new system
- Obtaining CMS certification for two additional Medicaid-related modules—Care Management for Social Services (CaMSS) and Electronic Visit Verification (EVV)—was streamlined by using the House of Quality tracking method

PROCESS UPDATE/INNOVATION

In keeping with our emphasis on improving our processes to better support our clients, netlogx has refined our House of Quality approach. As the Project Management Office for the State of Indiana's implementation of its new Child Support Enforcement system, netlogx is supporting the State's efforts to obtain system certification from the federal Office of Child Support Enforcement (OCSE).

As the project's PMO, netlogx applied our standard approach of analyzing and tracking the status of all artifacts needed for federal certification. However, netlogx entered the certification requirements into Atlassian Jira instead of Excel. By using Jira, netlogx eliminated the need to keep multiple spreadsheets as Jira automatically keeps track of changes and creates an audit trail. Using Jira also increases transparency, as the client, the Design, Development & Implementation (DDI) vendor, and others have access to the status of needed requirements.

The 457 unique checklists required for certification can be grouped by objective area, person/vendor responsible for requirement, line items, etc., allowing for easier creation of dashboards and reports.

Please note: This tracking system can be modified to fit the needs of the programs the client is utilizing.