



Case Study: State of Indiana, Family and Social Services Administration (FSSA):

Certification Process Optimization for Centers for Medicare and Medicaid Services (CMS)

BACKGROUND

The State of Indiana Family and Social Services Administration (FSSA) selected netlogx as the Project Management Office (PMO) to assist in revamping its methodology for the federal certification process. FSSA selected netlogx as a partner for this project because of a past history of demonstrated success on similar projects. This includes netlogx' work in improving the probability of full reimbursement, reducing State staff time requirements, providing a detailed approach to the formal certification final presentation to Centers for Medicare and Medicaid Services (CMS), initiating rapid turnaround of action items, reducing risk, and presenting a professional final product to CMS for FSSA.

Collaboration between netlogx and FSSA has been highly successful. For instance, in 2017, netlogx created a reporting tool customized for FSSA, which is still being utilized today to provide efficient progress reporting on various projects.

PROBLEM

FSSA was in the process of implementing multiple Medicaid-related systems that were eligible for CMS-enhanced Federal funding reimbursement toward the implementation and operating costs. In order to receive the enhanced funding—which equates to millions of dollars—states must complete a rigorous analysis and prove that the system has met all of the qualifications required by CMS. This involves:

- Documenting explanations of system functionality and benefits
- Detailing costs for the implementation and operations of the system
- Taking screenshots and samples of the system
- Completing multiple forms and diagrams
- Providing a formal presentation to the CMS evaluation team
- Handling any questions and action items from CMS

This rigorous analysis is time-consuming and has a life cycle of more than six (6) months per system. If the certification tasks are not finished on time or do not meet process requirements, the State may not receive enhanced federal reimbursement. Certification of systems requires participation from State staff as well as the system(s) vendor to complete their respective tasks associated with the certification activities.

PROBLEM CONT.

To be successful, certification efforts for multiple systems must be coordinated simultaneously. Each system can be uniquely difficult, as is working with various vendors to supply documentation, screenshots, reports, and artifacts. State staff have ongoing responsibilities that make it hard to find time to work on certification. The netlogx certification team must consider all these factors and work to keep the process on track to meet the CMS certification timeline and due date requirements.

SOLUTION

Through netlogx' work, the CMS certification process—which is complex in nature—was simplified and streamlined for FSSA to ensure the certification efforts met the required CMS timeline. A customized process and approach to reporting was developed while coordinating certification efforts for multiple systems simultaneously. The netlogx team completed some of the preliminary documentation for FSSA, enabling State staff members to review and edit responses instead of starting from a blank page.

Our internal subject matter experts (SMEs) were further educated in key areas of Medicaid systems, which allows us to provide more salient guidance to other states and system vendors regarding CMS requirements. In addition, the reporting tool netlogx developed for FSSA in 2017 is comprehensive, digestible, and organized, which helped streamline the monthly status and progress reporting to CMS. This saved time for both FSSA and netlogx due to the informative output of the report.

ADVANTAGES

- netlogx has a proven track record of success paired with a rapid turnaround of action items and has improved the probability of full reimbursement
- netlogx' expertise and experience reduced the amount of time State staff members spend on developing effective processes
- Improved process management practices created a detailed approach to the formal certification final presentation to CMS
- The State received full enhanced federal funding from CMS for all projects completed during this contract
- Previously, netlogx coordinated the certification of three other FSSA systems, for which FSSA received the full enhanced funding amounts from CMS

RESULTS

- All CMS requirements were met, including project schedules, diagrams, workflow and swim lane maps, descriptive narrative, artifacts, certification collateral, status reports, and the final formal PowerPoint presentation template for use during the final CMS certification presentation
- To date, netlogx has managed certification for multiple systems—including Pharmacy Benefit Management (PBM), Enterprise Data Warehouses (EDW), CoreMMIS, Case Management for Social Services (CaMSS), Fraud and Abuse Detection System (FADS), Electronic Visit Verification (EVV), and Bureau of Developmental Disabilities Services (BDDS). Additionally, netlogx certification efforts on behalf of FSSA also include the Indiana Department of Insurance All Payer Claims Database (IDOI APCD) and Division of Mental Health and Addiction (DMHA)