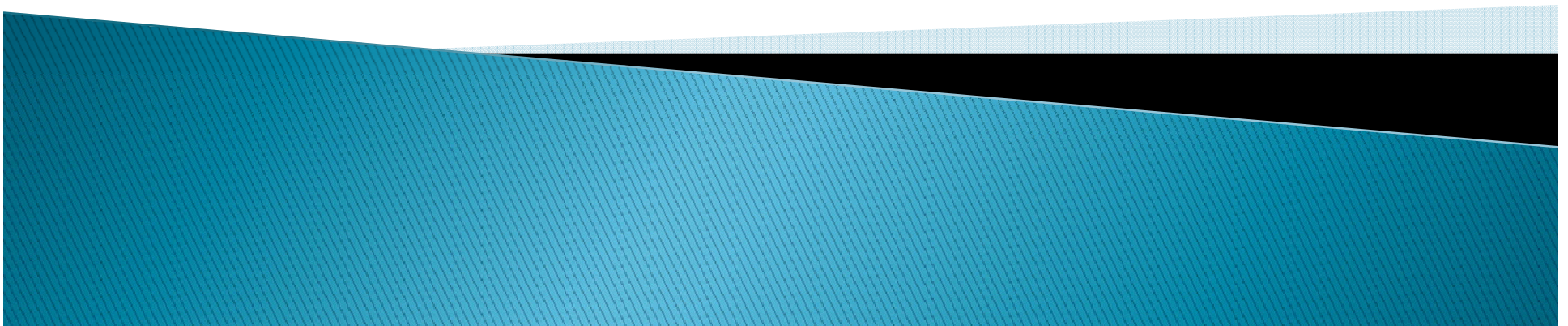


# MITA State Transition Plan

## From Art to Science

Gary Chernich, Sr. Consultant, FourThought Group  
Pat Miller, Director, Office of MMIS and IT Support, West Virginia  
Jim Wang, AHCCCS (AZ's Medicaid Program), Arizona



# MITA State Transition Plan

## From Art to Science

Gary Chernich, Sr. Consultant  
FourThought Group, Inc.  
MMIS Conference  
August 2009



# Medicaid & MITA

## Medicaid Quality Mission

- ▶ To provide quality healthcare to members by providing access to the right services, to the right people and at the right time for the right cost

## Medicaid Goals

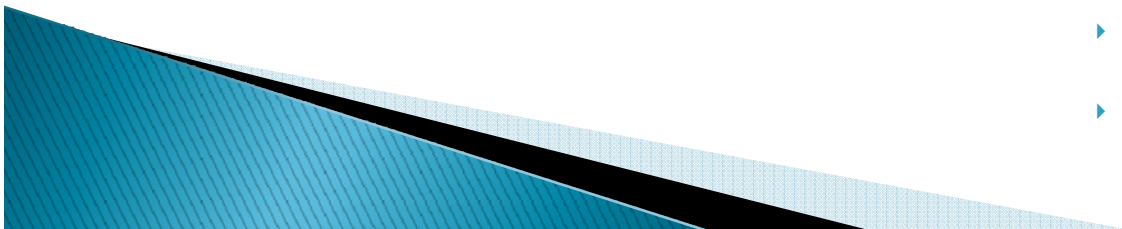
- ▶ Improve healthcare outcomes for Medicaid beneficiaries
- ▶ Ensure efficient, effective, and economical management of the Medicaid Program

## MITA Mission

- ▶ Establish a national framework of enabling technologies and processes that support improved program administration for the Medicaid Enterprise

## MITA Goals

- ▶ Develop seamless and integrated systems that effectively communicate to achieve common Medicaid goals through interoperability and common standards
- ▶ Promote an environment which supports flexibility and adaptability and rapid response to changes in programs and technology
- ▶ Promote an enterprise view that supports enabling technologies that are aligned with Medicaid business processes and technologies
- ▶ Provide data that is timely, accurate, usable, and easily accessible in order to support analysis and decision making for health care management and program administration
- ▶ Provide performance measurement for accountability and planning
- ▶ Coordinate with Public Health and integrate Public Health Information within the Medicaid community



# MITA Purpose & Goals



Enables state Medicaid enterprises to use common *architectural framework, processes & guidelines* to support *unique* organizational needs

## Guiding Principles

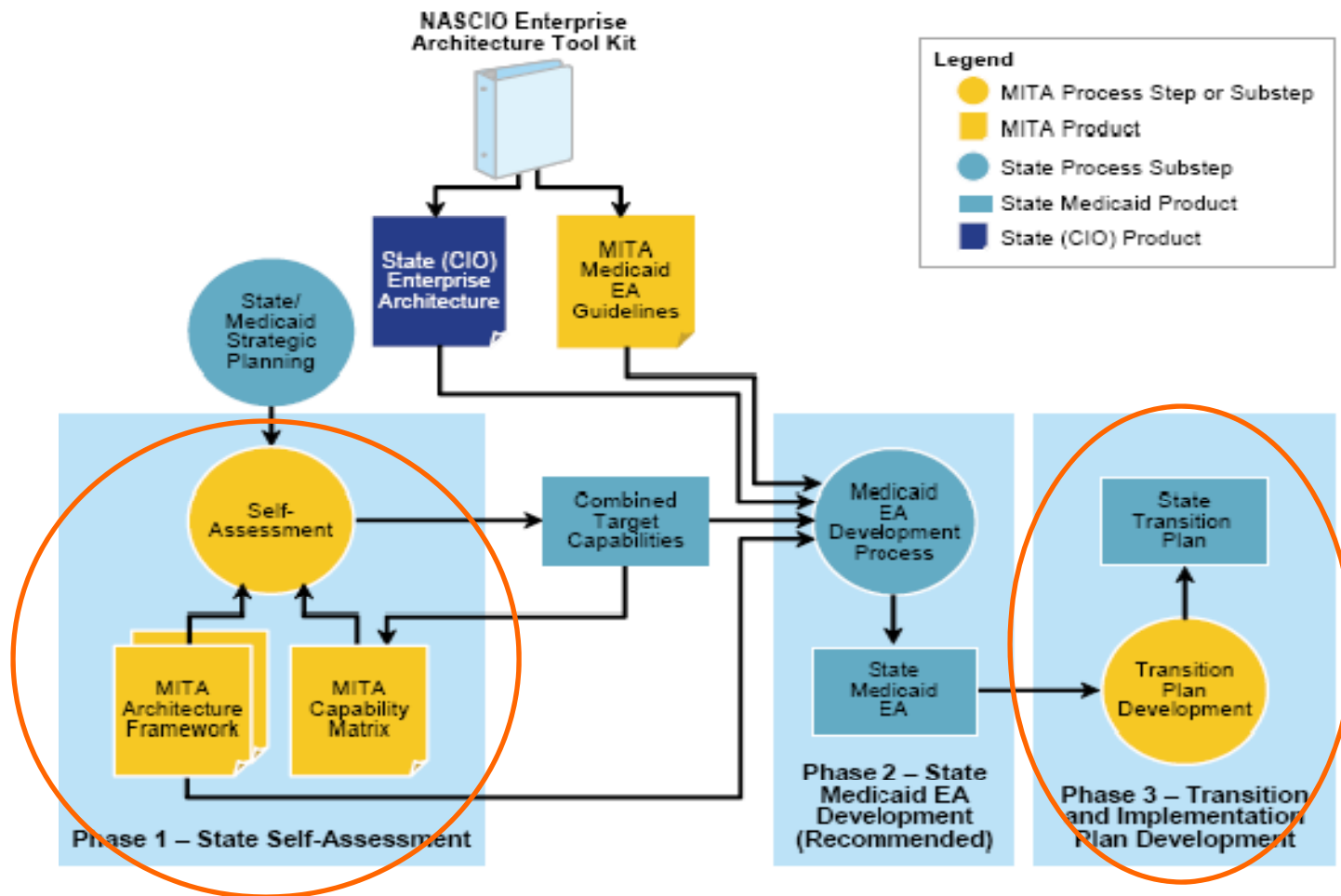
1. Business Driven Design
2. CMS & State Collaboration
3. Enabling Commonality & Difference
4. Standards-based
5. Privacy & Security

## MITA Goals

*From six siloed subsystems to...*

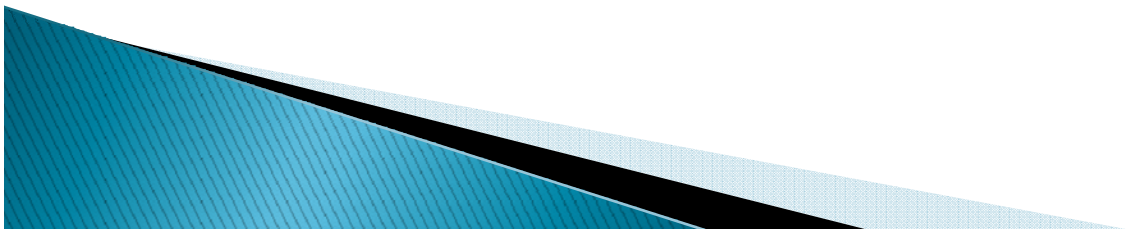
- ▶ Interoperable Modular Systems
  - enable business processes
- ▶ Flexibility & Agile
  - capable of rapid change
- ▶ Accessible & accurate information
  - improve health & care management
- ▶ Performance Management
  - from planning to accountable measurement & performance
- ▶ Strategic coordination
  - partners to improve health outcomes

# CMS MITA Phases

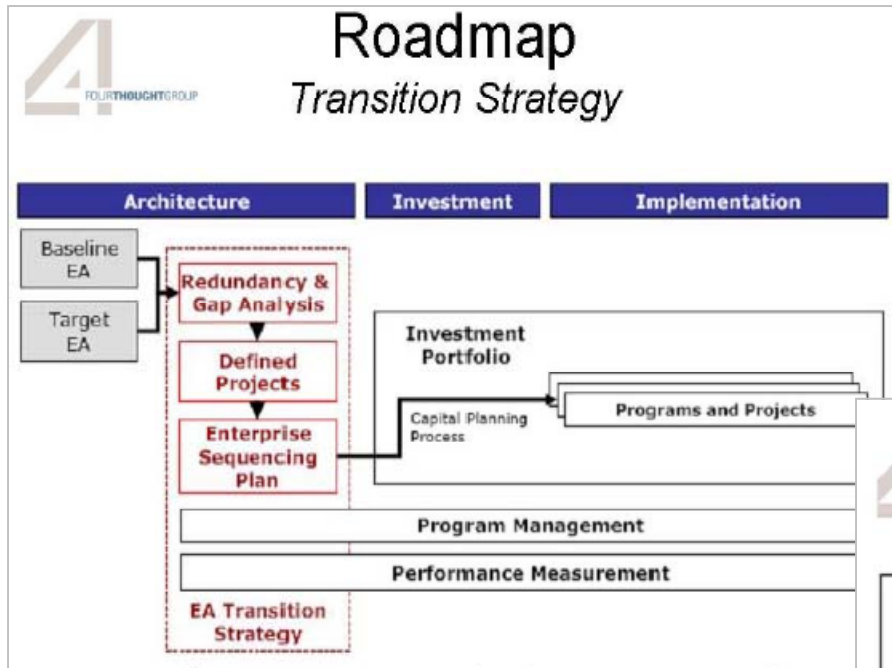


# Transition & Sequencing Plan

- ▶ Establish a logical implementation order for solutions to resolve MITA gaps
- ▶ Position Agency to maximize MITA maturity over time
- ▶ Take into account available funds/strategic direction
  - Currently Planned Solution
  - Short-Term Plan
  - Long-Term Plan



# Plan (Transition & Implementation)

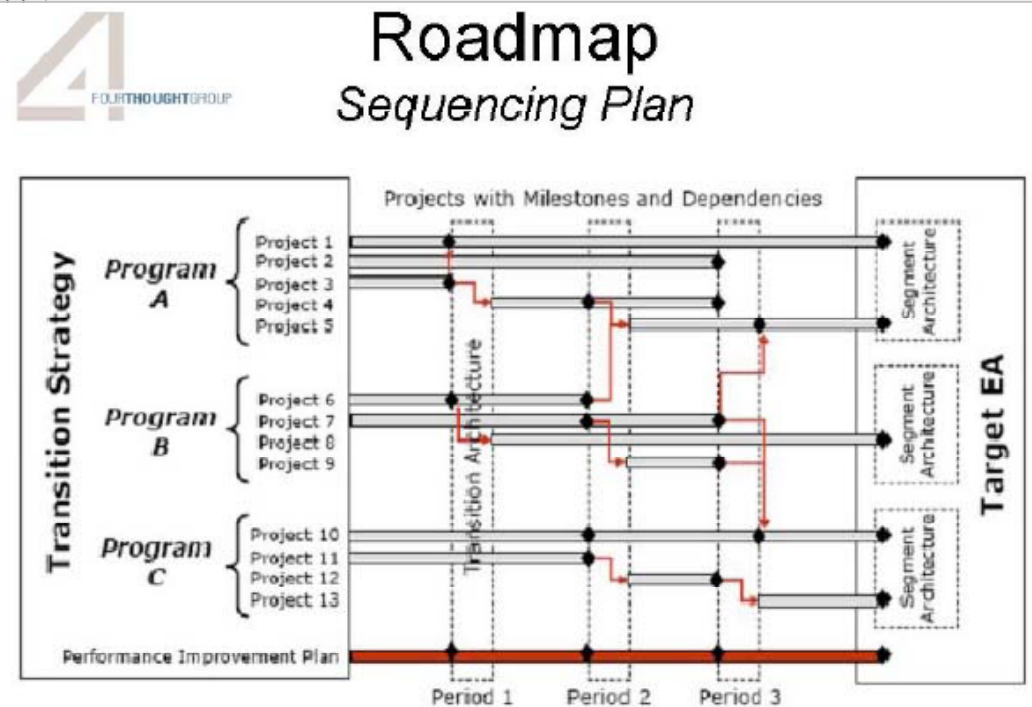


## Implementation Plan

- ▶ High Level Alignment & Plan

## Transitioning Strategy

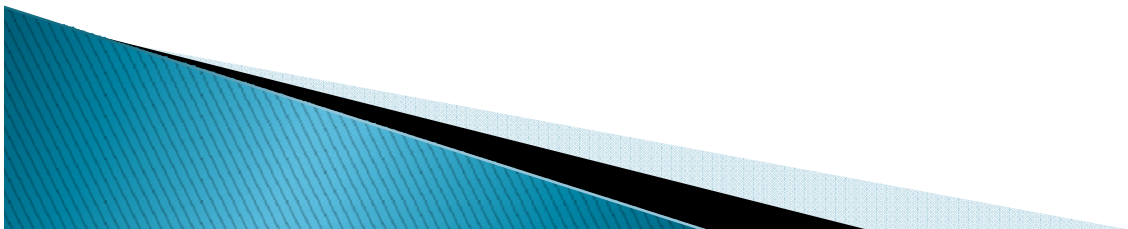
- ▶ Strategic approach



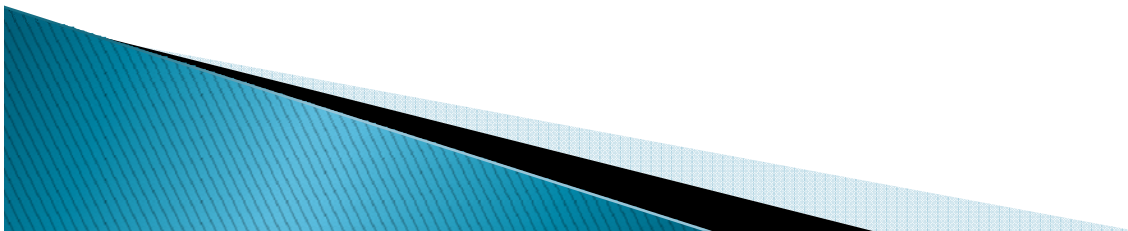
# MITA State Transition Plan

## From Art to Science

Pat Miller, Director of the Office of MMIS and IT Support  
WV Bureau for Medical Services  
August 2009 – MMIS Conference



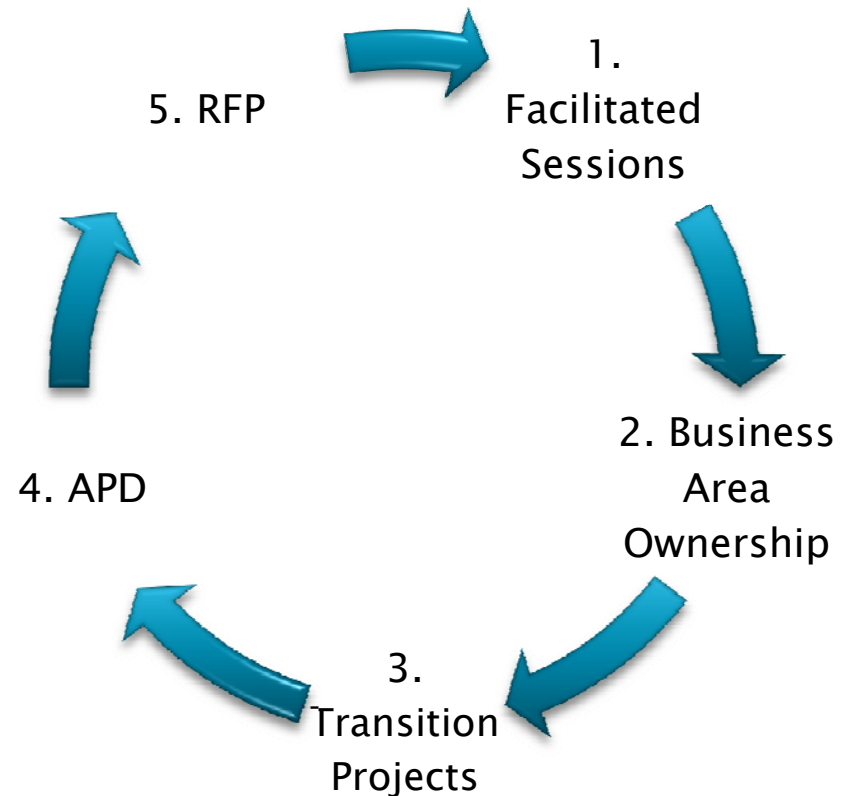
The MITA State Self-Assessment was the springboard for a series of events that are helping the West Virginia Bureau for Medical Services (BMS) effectively transition its organization, and procure services that support business needs.



# Getting from Discovery to Request

The MITA SS-A process began with a series of Facilitated Sessions to discover West Virginia specific needs. The team then began to take ownership, identify projects for transitioning the organization, and then the work of writing the APD and RFP – a long road from Discovery to Request.

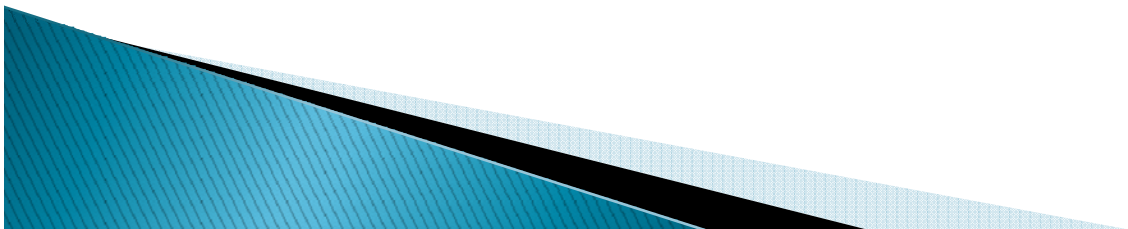
Figure 1: Getting from Discovery to Request



# Facilitated Sessions

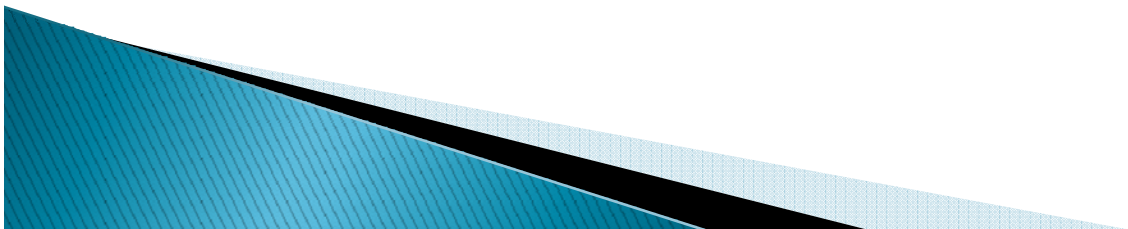
Using Facilitated sessions to conduct the discovery phase of the MITA SS-A allows for early gap analysis activities

- Assemble the right people together
- Compare WV specific business processes to MITA templates
- Value in exploring process as a group, recognized differing perspectives – both from inside and outside the organization



# Business Area Ownership

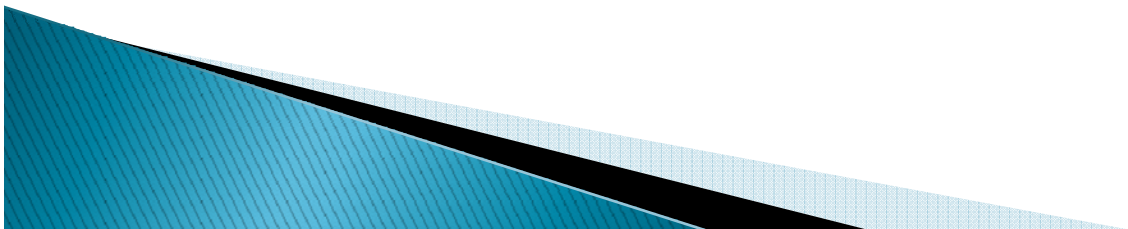
- ▶ Ownership for business areas and processes has been established to help ensure alignment of responsibility, authority and accountability
- ▶ Processes are being formally documented to create a common view of the business process flow and to identify areas for improvement



# Transition – Initiatives and Projects

Gap filling Initiatives and Project work resulted from the work of the MITA SS–A

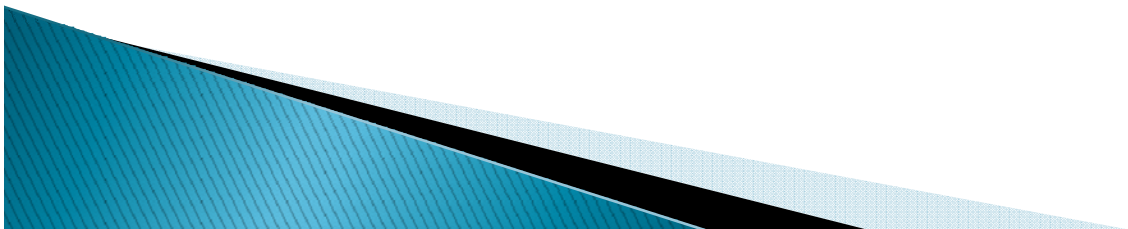
- ▶ Identify MITA Goals
- ▶ Objectives (tied out to Business Areas and impacted Business Processes)
- ▶ Project Portfolio Build (with associated targeted FFP funding)
- ▶ Resulting Repository of Projects and other new efforts



# Initiative and Project Examples

## Initiative Name

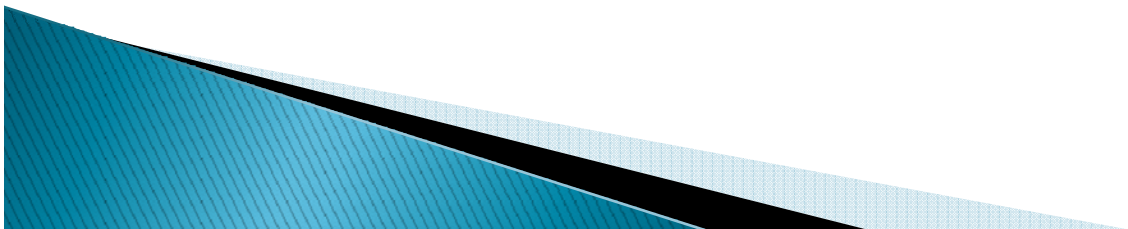
- ▶ **Procurement Process Improvement Initiative** – This initiative will identify improvements to existing procurement procedures and identify methods to minimize risks and impacts associated with current practices.
- ▶ **BMS PMO Initiative** – This initiative is intended to identify and help to support the use of effective and appropriately scaled project management principles, processes, tools and techniques within the Bureau.



# Initiative and Project Examples

## Initiative Name

- ▶ **Re-building & Staffing Initiative** – This initiative will align organizational structure to support transformation goals and the desired Concept of Operations. It will develop and execute a plan to meet evolving resource needs and continuously build desired skill sets.
- ▶ **BMS Business Process Inventory and Improvement Initiative** – This general initiative builds on work conducted during the SS-A. Processes documented during MITA work sessions will be further reviewed by process and business area owners to reconcile discrepancies, eliminate redundant effort and refine process execution.
- ▶ **BMS Performance Management Initiative** – This general initiative will clarify expectations and increase accountability within the Bureau, between the Bureau and other agencies and in contractor relationships.



# Initiative and Project Examples

## Initiative Name

- ▶ **Pharmacy Services: Automated Prior Authorization Project** – The Automated Prior Authorization program allows BMS to use an Automated PA application to approve routine prior authorization of pharmacy services.
- ▶ **Patient Care Web Portal Project** – This pharmacy services initiative will give providers access to both medical and pharmacy data that could enhance the quality of health care provided to our Medicaid members.
- ▶ **ePrescribing Pilot Project** – The ePrescribing Pilot Project, presently funded through a Transformation Grant, will enhance the function of the Clinical Web portal, supplying software for prescribers (at no cost to them), and education to used it.
- ▶ **Strategic Planning Initiative** – This initiative will revisit the goals and objectives of the Bureau's first MITA State Self-Assessment and plan for the next iteration of this exercise.

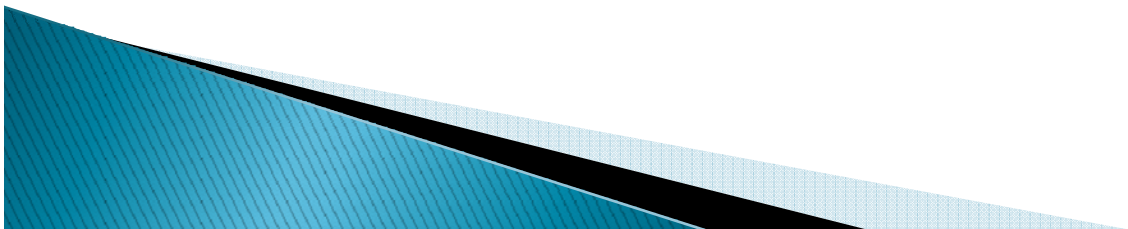


# ADP and RFP

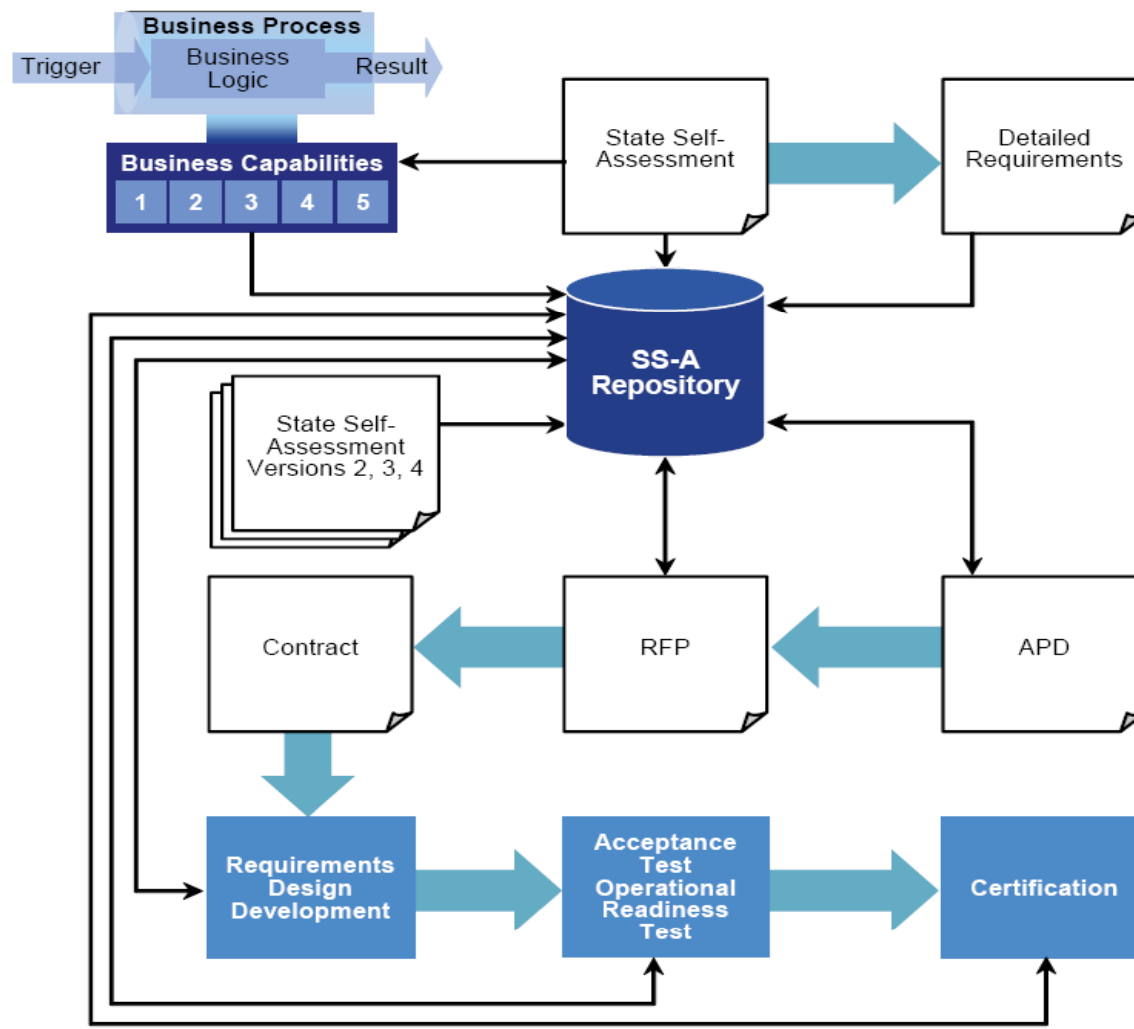
## MITA Aligned APDs and RFPs... A New Breed of Asking

- ▶ APD – Incorporate all needed information from MITA SS–A Templates
- ▶ APD/RFP – Clearly define needs
- ▶ APD/RFP – Elaborate on vision and desired future maturity levels

[www.wvdhhr.org/bms](http://www.wvdhhr.org/bms) – official source for West Virginia APD and RFP information



# MITA Discovery to Request and Beyond



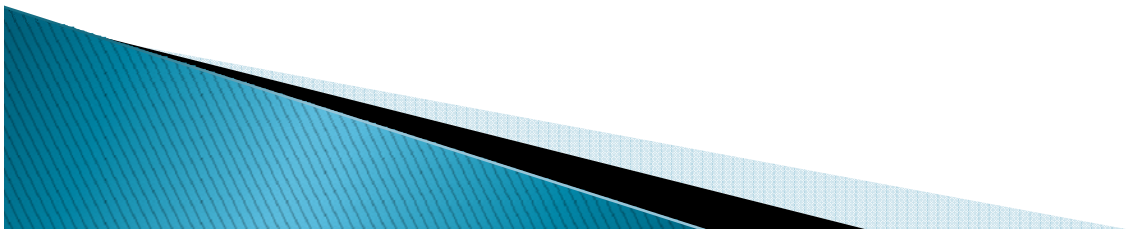
2629-06—120

*Figure 6-4. Full Life Cycle of an SS-A Document*

# MITA State Transition Plan

## From Art to Science

Jim Wang, Chief Information Officer  
Arizona Health Care Cost Containment System  
August 2009 – MMIS Conference

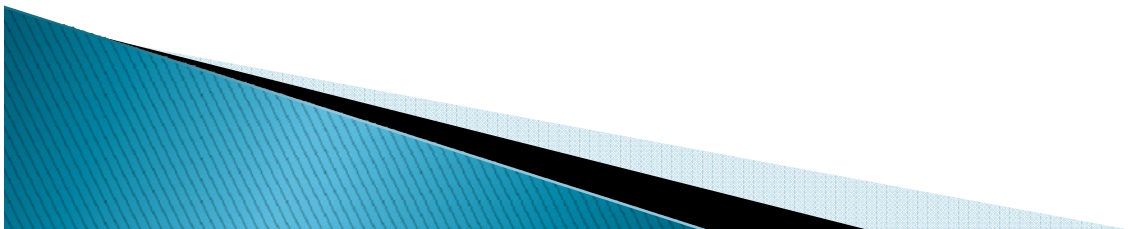


# I love Basketball

Basketball – Real experiences ...

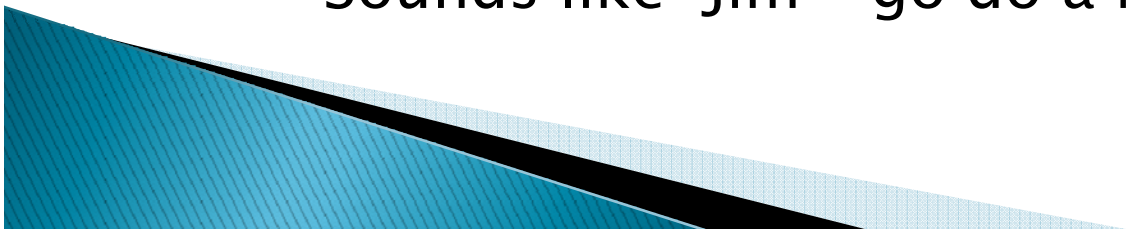
Three Happenings:

1. “You need to try harder”
2. Use of signs to tell the team what plays to run
3. Tell a substitute (for a starter) – “Go in there and show them how it is done”



# What I was thinking about ...

1. “You need to try harder”  
\*\*\* Sounds like “Go Go, Let’s do MITA”
2. Use of signs to tell the team what plays to run  
\*\*\* Sounds like “Here’s the handbook, guidance ...”
3. Tell a substitute (for a starter) – “Go in there and show them how it is done”  
\*\*\* Sounds like “Jim – go do a MITA presentation”

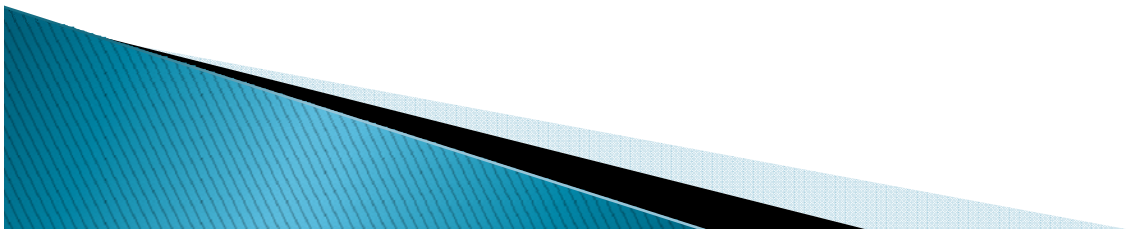


# Strategic Planning

Requires balance and alignment of:

1. Agency Strategic Plan
2. IT Strategic Plan
3. Budget

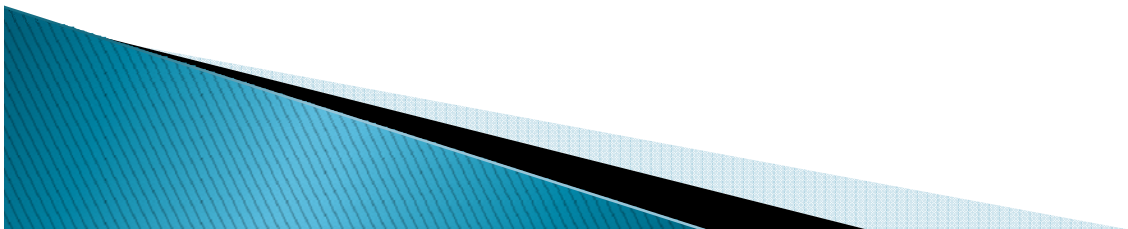
What does MITA have to do with this???



# Strategic Planning – MITA Value

## Agency Strategic Plan

- Must be business need driven
- MITA SS–A process will assist business units in identifying their needs
- Our Strategic plan incorporates the following (and is aligned with MITA)
  - HIT/HIE initiatives
  - 5010, then ICD–10
  - Claims Attachments



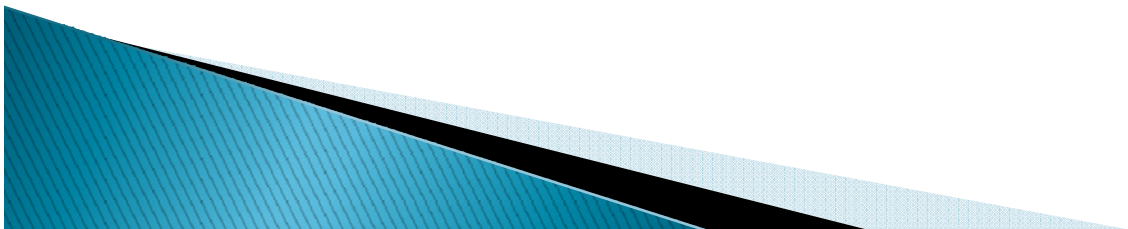
# Strategic Planning – MITA Value

## IT Strategic Plan

- Must support a business need (Agency Plan)
- Should align with MITA gaps and MITA principles

## Budget

- MITA alignment helps by the possibility of lowering State expenditures



# Questions?

