

A stylized illustration of two hands shaking, rendered in various shades of green. The hands are positioned diagonally across the slide, with one hand on the left and one on the right, symbolizing agreement or partnership. The background is a solid light green color.

Michigan MMIS Replacement Lessons Learned

07/27/2007



Categories of Learning Opportunities

1. Missteps
 - Errors we committed along the way
2. Failures of Foresight
 - Things we should have anticipated
3. Surprises
 - Things we could not have anticipated
4. Good Ideas
 - Things we would do again



Missteps

Non-Isolated Changes

- Changes made as part of MMIS that were driven by external requirements
 - NPI
 - Claim Forms



Missteps

Single All-Inclusive Solution

- Required elements of MMIS operating separately from the mainframe claims processing system.
- Each element was developed separately, all are operating satisfactorily.
 - MARS
 - S&URS
 - PPRS
 - PCRS
 - Provider Cost Settlement
 - Provider Contact Tracking System



Failure of Foresight

- Project governance
- Contract awarded before PCO role identified
- Interrelationship of user acceptance testing, training, and business process documentation



Failure of Foresight

- Reporting
 - Warehouse
 - Ad Hoc
 - Pre-defined reports



Surprises

- Demands on State staff time
- Staff turnover
- Interfaces
- Eligibility source rewrite



Good Ideas

- Project Control Office
- Business Area Professional Project Manager
- Expanded Parallel Testing



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