

Business Process Collaboration and MITA in Minnesota

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Minnesota Department of **Human Services**

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Enrollee Facts

- **3 major programs within MHCP:**
 - Medicaid
 - MinnesotaCare
 - General Assistance Medical Care
 - Many smaller programs
- **Average Monthly enrollment FY06: 677,000**
- **Fee-for Service enrollees: 30%**
- **Managed Care enrollees: 70%**

Provider Facts

- **Enrolled Providers: 66,000**
- **Calls to Provider Help Desk per year: 400,000**
- **New Features:**
 - **NPIs, taxonomy codes**
 - **MN RxPrice Compare:**

Consumers can compare prices

Providers can update prices

MMIS Facts

- **State-employee administered MMIS**
- **47 million transactions per year**
 - **43% FFS claims**
 - **38% Health Plan encounters**
 - **12% Health Plan capitations**
 - **6% retroactive/mass adjustments**
- **PERM: 100% accuracy rate**
- **Prompt Payment exceeds 99%**

MN-ITS Facts

The MN Information Transfer System is a free, secure web-based Provider Portal that enables providers to:

- **Submit electronic claims individually or in batches**
- **Verify eligibility and benefit limits**
- **Submit authorization requests**
- **Copy previously submitted claims**
- **Replace incorrectly submitted claims**
- **Receive RAs and other messages from DHS**

Business Process Collaboration

Business driven!

- Informal Process
- Formal Structure
- Integrated decision-making structure
- Include external users
- Two way communication

Informal Process

- **Good communication**
- **Value both: tech and business staff**
- **Proximity between staff**
- **Two way communication**
- **Interchange of business and technology staff**

Formal IT Governance Structure

- **“Executive IT Board of Directors”**
 - Business leaders
 - IT participation
- **HEP Council**
 - Middle Management HC business leaders
 - Priority setting
 - HC IT decision-making
 - Refer enterprise-wide issues

IT Integrated with Business

- **IT (“HCO”) reports to HC**
- **Functional analysts within business structure**
- **Joint legislative process**
- **Joint budget process**
- **IT managers within HC business management structure**

External Stakeholders Valued

- **How can technology work for you?**
 - **Recipients**
 - **HC Associations**
 - **Health Plans**
- **Engage state-wide HIE public/private collaboratives and initiatives**
 - **eHealth Steering Committee**

How it works with MITA

- **Early buy-in from business staff**
- **Credibility with business staff**
- **Core MITA team = contractor & staff**
 - **Full time, quality staff**
 - **Every step is a collaboration**
 - **Success or failure is *shared***
- **Detailed time line for “as is”, “to be”, priority setting, architecture, and APD**

Challenges

- **Immature IT governance structure**
 - **Takes time**
 - **What technology can and cannot do**
 - **“Translation” between business and systems language**
- **Budget and time constraints**
- **Will this meet federal muster?**

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