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# Better Client Service Delivery: The CAFÉ approach to MITA SS-A and Services Thinking™

*September 17, 2008*

Audit • Tax • Consulting • Financial Advisory •

# Agenda

Introductions and Deloitte Overview	9:30 - 9:40
<b>CAFÉ</b> Approach	9:40 - 9:45
<b>C</b> onceptualize	9:45 - 9:50
<b>A</b> nalyze:	9:50 - 10:15
<input type="checkbox"/> CAFÉ MITA Methodology	
<input type="checkbox"/> Process Modeling with IndustryPrint	
<input type="checkbox"/> CAFÉ MITA Solution	
<b>F</b> ormulate:	10:15 - 10:25
<input type="checkbox"/> Services Thinking™	
<b>E</b> nable:	10:25 - 10:35
<input type="checkbox"/> Federal Funding	
<input type="checkbox"/> Program Management	
Q&A - Closing Comments	10:35 – 10:45

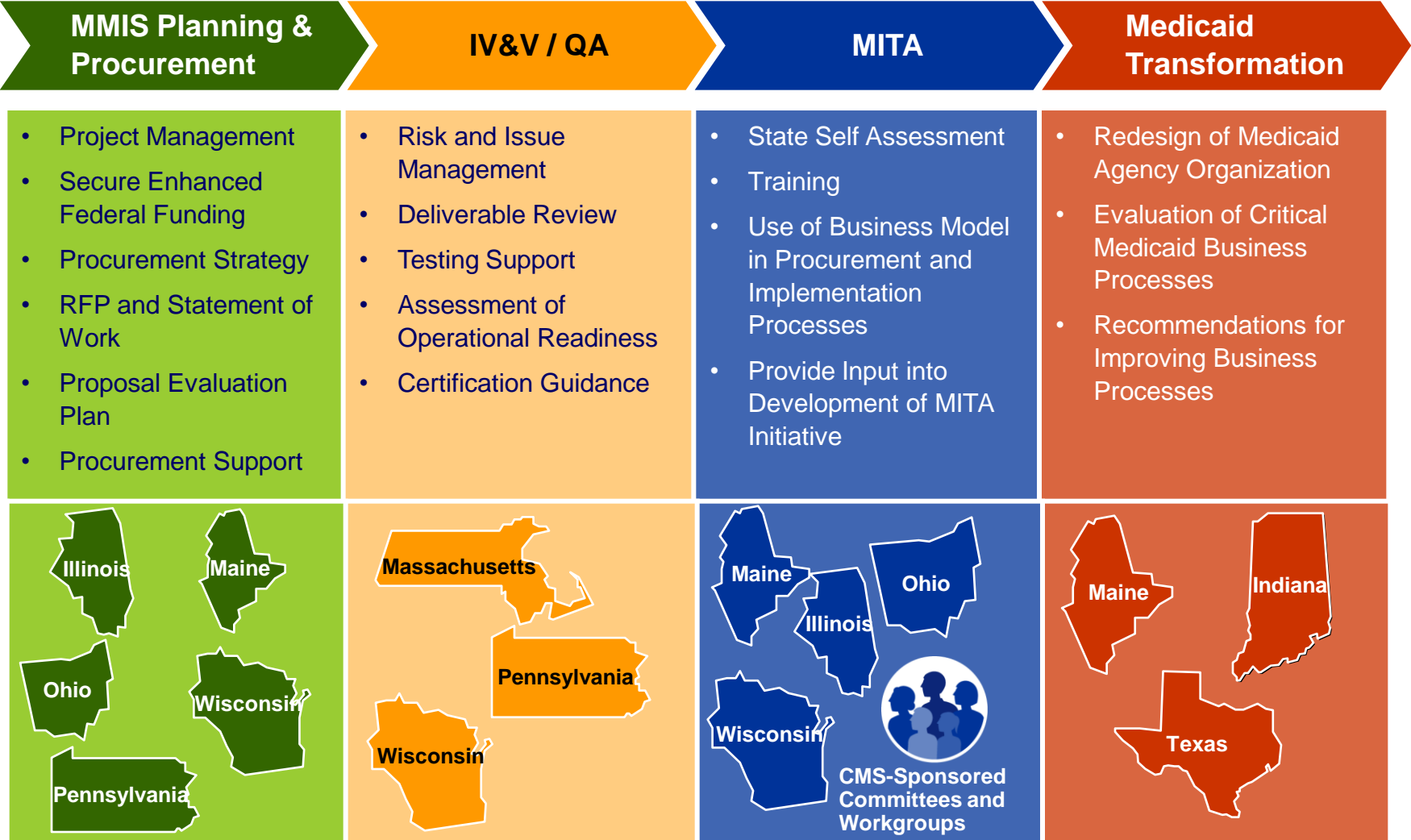


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# Introductions & Deloitte Overview



# Deloitte's Medicaid and MMIS Experience

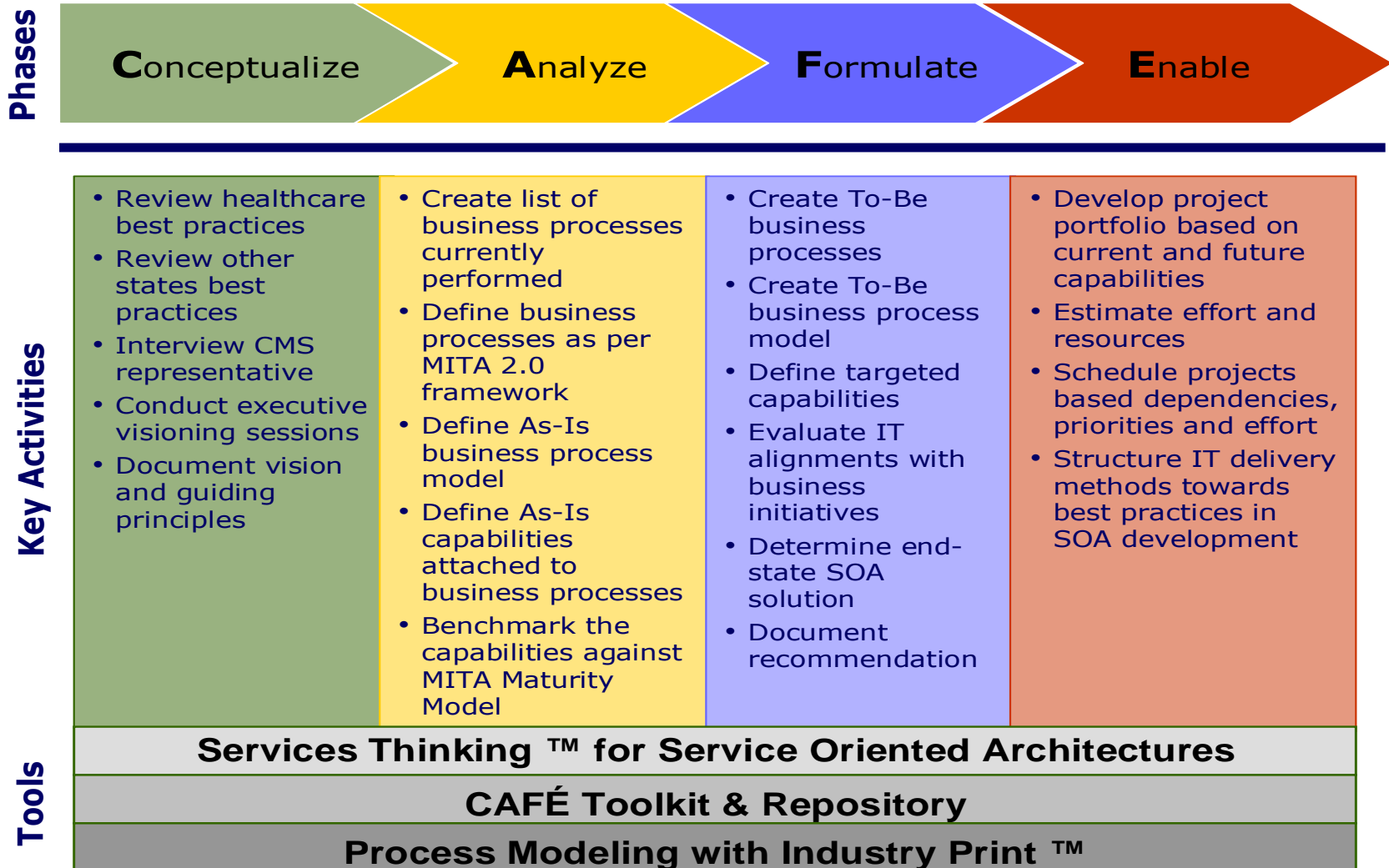


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# The CAFÉ Approach

# The CAFÉ Approach



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**C**onceptualize

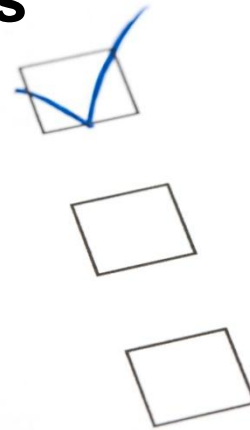


# Conceptualize

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**The Conceptualize phase is unique and critical to the success of subsequent phases**

- Vision & Strategy
  - Opportunity to address some very critical issues and make substantive changes to their programs over the next 5-10 years
- Aligns with the MITA Concept of Operations and State Self-Assessment



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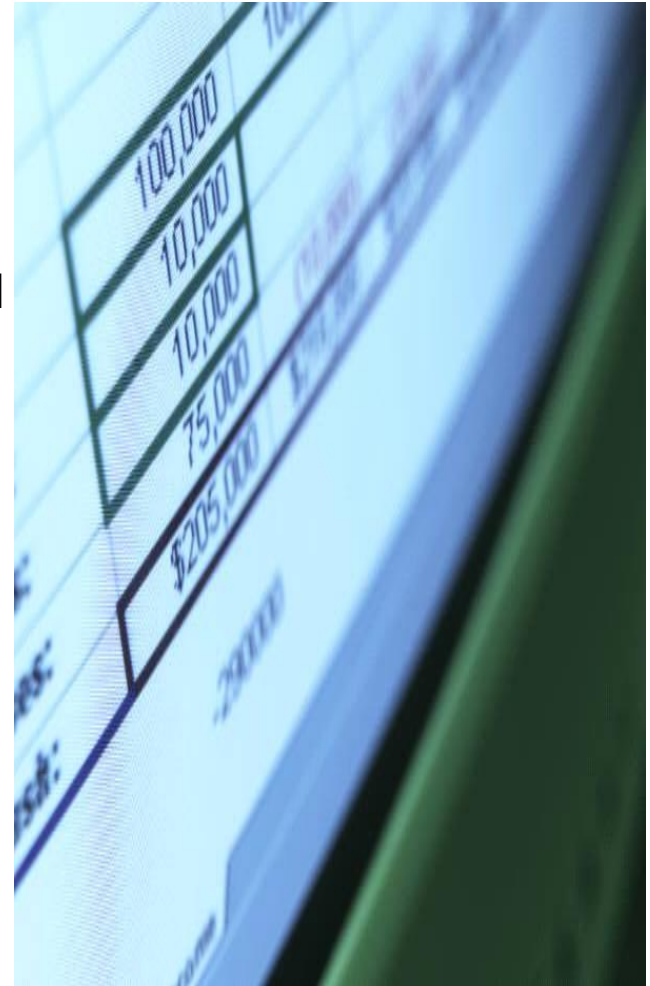
**Analyze**



# Analyze

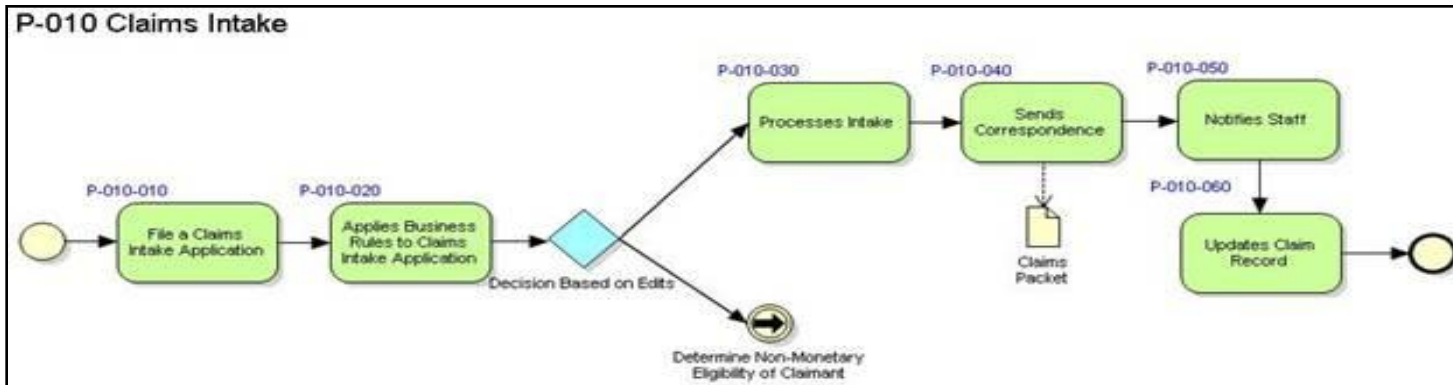
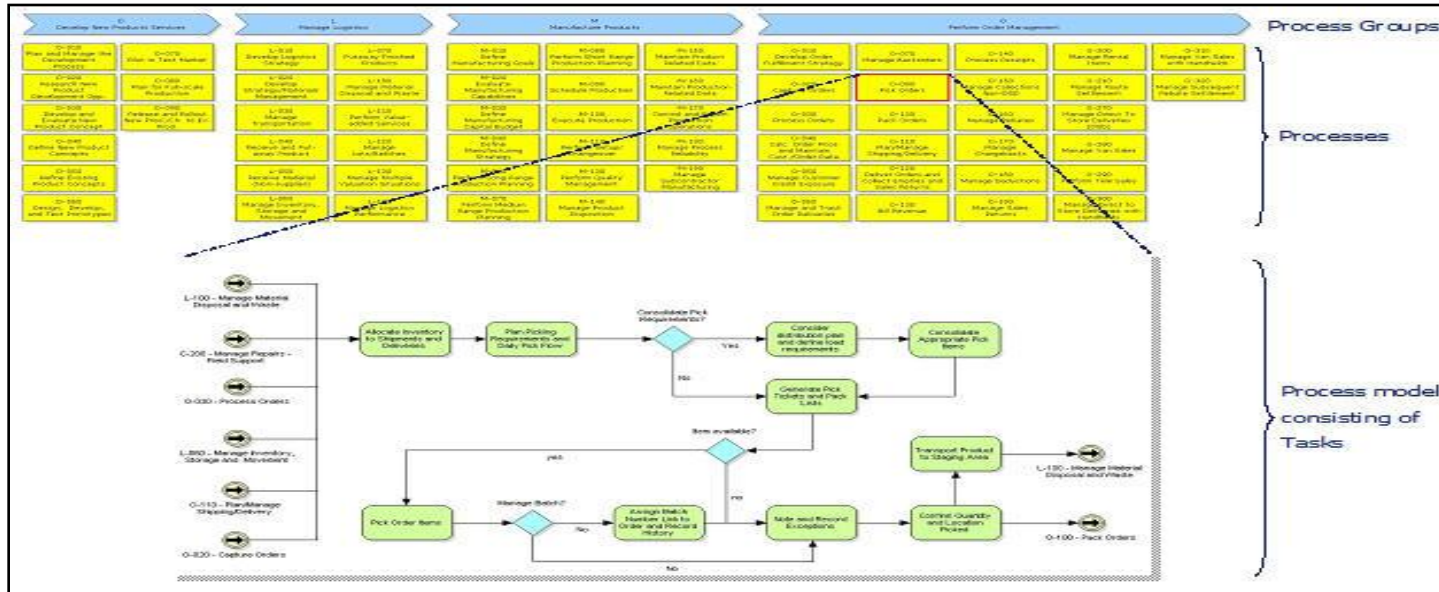
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- ❑ The key is capturing information
  - Be realistic about existing documentation
- ❑ Using pre-existing industry best practices as a basis for starting
  - CAFÉ is the repository for all information required for the assessment
  - Industry Print helps document and display business processes
- ❑ Requires a commitment from both business and technical subject matter experts
  - Upfront investment pays dividends down stream



# Analyze

## Process Modeling with *IndustryPrint*



# Analyze

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## CAFÉ MITA Toolkit Demonstration

### *Topics to be covered:*

- Application Overview
- Creating a New Assessment
- Pre-Loading MITA reference data
- Creating Custom Business Areas, Mapping to MITA
- Referencing CMS documentation and templates
- Using the Business Process File Repository
- Viewing the Business Assessment Overview Report
- Viewing the Business Capabilities Matrix Report

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# Formulate: Beyond SOA

The background image shows a document with mathematical formulas for the center of mass of a circular cone. The formulas are:

$$\frac{1}{V} \int z dV = \frac{\pi r_1^2}{V H^2} \int_0^h (z^3 - 2z^2 H + z H^2) dz$$
$$= \frac{\pi r_1^2}{V H^2} \left[ \frac{z^4}{4} - \frac{2z^3 H}{3} + \frac{z^2 H^2}{2} \right]_0^h$$
$$= \frac{\pi r_1^2}{V H^2} \left[ \frac{1}{4} - \frac{2H}{3h} + \frac{H^2}{2h^2} \right]$$

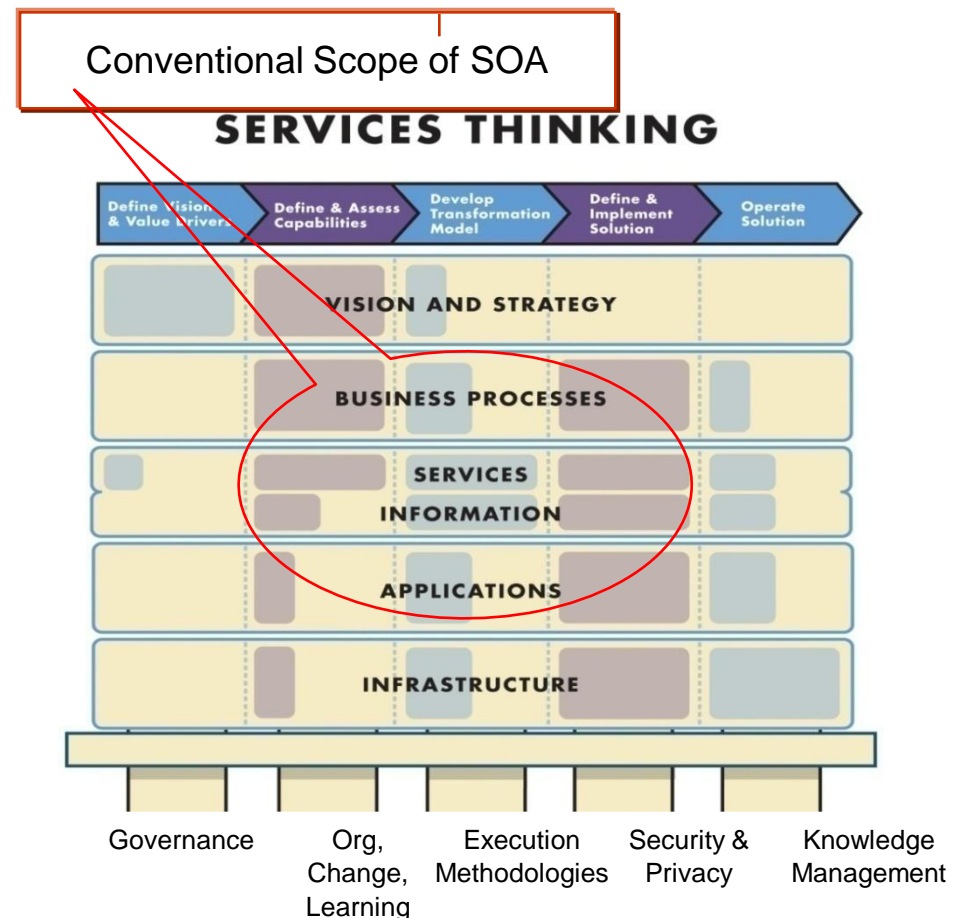
Other visible text includes: "g Equ", "VE", "Circular cone is  $\frac{1}{3}\pi R^2 Z$ , wh", "height. The con", "30° ="

# Formulate: Beyond SOA

## Deloitte's Perspective – Services Thinking™

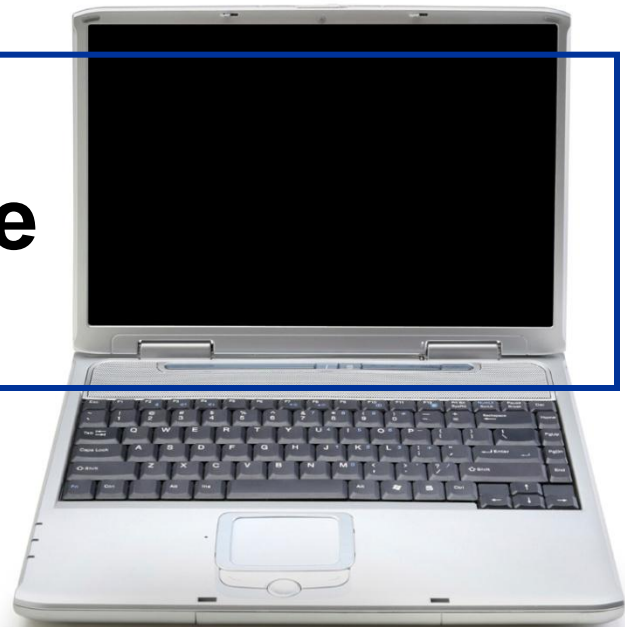
*To enable business agility, SOA has to be extended beyond technology to address organizational strategies, processes, capabilities, sourcing, organization and people. This broader approach to services is called Services Thinking™*

- ❑ Strategy that defines how an organization provides services to its constituents
- ❑ Bundling of capabilities to assemble solutions capable of supporting the strategy
- ❑ Processes to manage the execution of services
- ❑ Integration of technology and data
- ❑ Organization structure, human capital and governance to make the solutions work in real life
- ❑ Methods and tools to simplify execution



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**E**nable



# Enable

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## Funding Alternatives:

- ❑ CMS, with the MITA initiative, encourage HHS organizations to effectively adopt Services Oriented principles by providing funding
- ❑ Other federal organizations, such as Title IV-E (Child Welfare), Food and Nutrition Services (FNS) and Substance Abuse Mental Health Services Administration (SAMHSA) are also adopting MITA principles

***Deloitte works with States to adopt MITA principles and design the solution that effectively meets business needs and appropriately maximizes federal funding.***

# Enable

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## Some CMS Ground Rules Relative to MMIS Funding:

### *Governance*

- All MMIS-related funds must be under the direct control of the Single State Agency for the Medicaid program

### *Prior Approval*

- State Agency must submit APD and comply with prior approvals and other federal requirements
- Project MUST be tied to the MMIS

### *Medicaid Eligibles*

- Medicaid FFP funds can ONLY be used to pay for IT work that directly benefits Medicaid eligible individuals.

### *Rates*

- FFP matching rates vary – Cost Allocation Principles apply (State Medicaid Manual, Part 11)

### *State-Wide*

- MMIS FFP cannot be used to support less than State-wide IT activities, including interfaces

# Enable

## Project Management: The key to implementing MITA

- ❑ Keeping the vision in mind
  - Business driven, technology enabled
  - Maximize return on investment
- ❑ Establishing project controls
  - Risk / issue management
  - Cost management
  - Quality management
  - Time management
  - Scope management
- ❑ Managing day to day activities
  - Status reporting
  - Project communications
  - Work plan monitoring
- ❑ Establishing and enforcing quality standards
  - Involving IV&V from the outset



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**For more information on Maximizing MITA and  
Deloitte's full range of Medicaid related services,  
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# Questions and Answers