

## Compliance Management

### Identify Utilization Anomalies

PE – Compliance Management					
Identify Utilization Anomalies					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
How integrated is the process?	There is little coordination between the portions of SMA responsible for identification of utilization anomalies.	SMA has central common processes to achieve economies of scale and increase coordination.	SMA fully integrates the process within SMA with MITA Framework, and uses industry standards for electronic interchanges between agencies and other entities.	SMA fully integrates the process to the extent possible across the interstate.	SMA fully integrates the process to the extent possible across the nation.
Is the process primarily manual or automatic?	The process consists primarily of manual paper-based activity to accomplish tasks. SMA enters parameters for identification of cases manually. Exception	SMA uses a mix of manual and automatic processes to accomplish tasks for case identification.	SMA automates process to the full extent possible within the intrastate.	SMA automates process to the full extent possible across the interstate.	SMA automates process to the full extent possible across the nation.

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Identify Utilization Anomalies					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	processing is automatic.				
Does the State Medicaid Agency use standards in the process?	SMA focuses on meeting compliance thresholds for state and federal regulations using state-specific standards.	SMA applies a mix of HIPAA and state-specific standards.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for intrastate exchange of information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for clinical and interstate information exchange.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of information.
How does the State Medicaid Agency collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services.	SMA collaborates with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes including clinical information.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.
Business Capability Quality: Timeliness of Process					

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Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
How timely is the end-to-end process?	Process meets threshold or mandated requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation).	Process timeliness improves through use of automation. Timeliness exceeds legal requirements.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional Health Information Exchange (HIE) and Health Insurance Marketplace (HIX). SMA uses automatic parameters, pattern recognition, and other tools to identify qualifying cases and provide faster turnaround. Standard, large volume processes require 24 hours or less. SMA executes a review in 60 seconds or less per request.	Information is available in near real time. Processes that use clinical information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness over Level 3.	Information is available in real time. Processes improve further through connectivity with other States and with federal agencies. Most processes execute at the point of service. Results are almost immediate.
Business Capability Quality: Data Access and Accuracy					

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Identify Utilization Anomalies					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
How accurate is the information in the process?	Use of direct data entry for information collection is manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	Automation of information collection increases the reliability of SMA's internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	Automation of information collection increases the reliability of SMA's internal and external sources of information. SMA adopts MITA Framework and industry standards for information exchange with interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions. Accuracy rating is at 99% or higher.
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains	SMA stores information in disparate systems, but automation and HIPAA standards increase accessibility	SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework	SMA obtains information easily and exchanges with interstate agencies and entities. Accessibility is	SMA obtains information easily and exchanges with national agencies and entities. Accessibility is

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	information manually.	over Level 1.	and industry standards. Accessibility is greater than Level 2.	greater than Level 3.	greater than Level 4.
Business Capability Quality: Cost-Effectiveness					
What is the cost of the process compared to the benefits of its results?	High relative cost due to low number of automatic, standardized tasks.	Automation improves process and allows focus on exception resolution, improving cost effectiveness ratio over Level 1.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for interstate information exchange. SMA increases cost effectiveness ratio over Level 3.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national (and international) information exchange. SMA increases cost effectiveness ratio over level 4.
Business Capability Quality: Effort to Perform; Efficiency					
How efficient is the process?	Process is labor intensive. There is wasted effort or expense to accomplish tasks. Process meets	Automation and state standards increase productivity. Efficiency is higher	SMA adopts MITA Framework, industry standards and information exchange with intrastate	SMA adopts MITA Framework, industry standards and information exchange with interstate	SMA adopts MITA Framework, industry standards and information exchange with national

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	minimum state process guidelines and SMA performance standards. Efficiency is low.	than Level 1.	agencies and entities improving efficiency to 95% or higher.	agencies and entities improving efficiency to 98% or higher.	agencies and entities improving efficiency to 98% or higher.
Business Capability Quality: Accuracy of Process Results					
How accurate are the results of the process?	Manual processes result in greater opportunity for human error. Accuracy is low.	Automation and standardized business rules definitions reduce error and improve accuracy above Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities improving accuracy to 90% or higher.	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving accuracy to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving accuracy to 98% or higher.
Business Capability Quality: Utility or Value to Stakeholders					
Does the business process satisfy stakeholders?	Stakeholders lack confidence in information negatively affecting stakeholder satisfaction with the process.	Automation and standardization provides clear and useful information. Stakeholder satisfaction is greater than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities improving stakeholder	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving stakeholder	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving stakeholder

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Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
			satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	satisfaction to 95% or higher.	satisfaction to 98% or higher.

## Establish Compliance Incident

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Establish Compliance Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
How integrated or central is the process?	SMA has duplicate processes multiple parts of the organization. There is little coordination among SMA	SMA integrates the process within SMA. There is improved coordination between SMA and other stakeholders in	SMA integrates the process with state and federal law enforcement agencies, CMS, and providers to the	SMA receives requests for suppression of information or corrective action from federal and state law	SMA fully integrates the process with state, regional and federal law enforcement, CMS, providers, and other

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	programs or between SMA and other stakeholders (e.g., other state agencies, CMS, intermediaries, other payers) in relation to the process.	relation to the process.	extent possible within the intrastate.	enforcement; compliance investigation information from CMS; and self-disclosure of actual or potential violations from providers.	federal agencies across the nation.
Is the process primarily manual or automatic?	The process consists primarily of manual paper-based activity to accomplish tasks.	SMA uses a mix of manual and automatic processes to accomplish tasks.	SMA automates process with state and federal law enforcement agencies, CMS, and providers to the extent possible within the intrastate. SMA produces audit trail of compliance decision 100% of the time.	SMA automates process with state and federal law enforcement agencies, CMS, and providers to the full extent possible across the interstate.	SMA automates process with state and federal law enforcement agencies, CMS, and providers to the full extent possible across the nation.
Does the State Medicaid Agency use standards in the process?	SMA focuses on meeting compliance thresholds for state and federal regulations using	SMA applies a mix of HIPAA and state-specific standards. Increases availability of information	SMA adopts MITA Framework, industry standards, state and federal law enforcement	SMA adopts MITA Framework, industry standards, state and federal law enforcement	SMA adopts MITA Framework, industry standards, state and federal law enforcement

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	state-specific standards.	improves data usefulness for performance monitoring, management reporting and analysis over Level 1.	agencies, and CMS standards, and other nationally recognized standards for intrastate exchange of information.	agencies, and CMS standards, and other nationally recognized standards for compliance and interstate information exchange.	agencies, and CMS standards, and other nationally recognized standards for national exchange of information.
How does the State Medicaid Agency collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities, e.g., state law enforcement, federal law enforcement agencies, and CMS to adopt national standards, and to develop and share reusable business services.	SMA collaborates with other interstate agencies and entities, state and federal law enforcement agencies, and CMS to adopt national standards, and to develop and share reusable processes including clinical information.	SMA collaborates with agencies and entities, state and federal law enforcement agencies, CMS, and other federal agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.
Business Capability Quality: Timeliness of Process					
How timely is the end-to-end	Process meets threshold or	Process timeliness improves through use	Timeliness improves via state and federal	Information is available in near real	Information is available in real time.

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process?	mandated requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation).	of automation. Timeliness exceeds legal requirements.	collaboration, use of information sharing, standards, and regional information exchange hubs. Timeliness exceeds Level 2. SMA distributes Notice of appeal rights within 15 minutes or less 100% of the time.	time. Processes that use compliance incident information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness over Level 3.	Processes improve further through connectivity with other States and with federal agencies. Most processes execute at the point of service. Results are almost immediate.
Business Capability Quality: Data Access and Accuracy					
How accurate is the information in the process?	Use of direct data entry for information collection is manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	Automation of information collection increases the reliability of SMA's internal information. External sources of information use MITA Framework and industry standards for information	Automation of information collection increases the reliability of SMA's internal and external sources of information. SMA adopts MITA Framework and industry standards for	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules

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	decision-making.		exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	information exchange with interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	definitions. Accuracy rating is at 99% or higher.
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains information manually.	SMA stores information in disparate systems, but automation and HIPAA standards increase accessibility over Level 1.	SMA obtains information easily and exchanges with state and federal law enforcement, CMS, providers, and other intrastate agencies and entities based on MITA Framework and industry standards. Accessibility is greater than Level 2.	SMA obtains information easily and exchanges with state, district, and federal law enforcement, CMS, providers, interstate agencies and entities. Accessibility is greater than Level 3.	SMA obtains information easily and exchanges with state and federal law enforcement, CMS, providers, federal agencies and entities. Accessibility is greater than Level 4.
Business Capability Quality: Cost-Effectiveness					
What is the cost of	High relative cost due	Automation improves	SMA adopts MITA	SMA adopts MITA	SMA adopts MITA

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the process compared to the benefits of its results?	to low number of automatic, standardized tasks.	process and allows focus on exception resolution, improving cost effectiveness ratio over Level 1.	Framework, industry standards, state and federal law enforcement, CMS, and other nationally recognized standards further improving cost effectiveness ratio over Level 2.	Framework, industry standards, state and federal law enforcement, CMS and other nationally recognized standards for interstate information exchange. SMA increases cost effectiveness ratio over Level 3.	Framework, industry standards, state and federal law enforcement, CMS, and other nationally recognized standards for national (and international) information exchange. SMA increases cost effectiveness ratio over level 4.
Business Capability Quality: Effort to Perform; Efficiency					
How efficient is the process?	Process is labor intensive. There is wasted effort or expense to accomplish tasks. Process meets minimum state process guidelines and SMA	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities improving efficiency	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law enforcement, CMS, and interstate agencies and entities	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and federal agencies and entities improving efficiency

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	performance standards. Efficiency is low.		to 95% or higher.	improving efficiency to 98% or higher.	to 98% or higher.
Business Capability Quality: Accuracy of Process Results					
How accurate are the results of the process?	Manual processes result in greater opportunity for human error. Accuracy is low.	Automation and standardized business rules definitions reduce error and improve accuracy above Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities improving accuracy to 90% or higher.	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving accuracy to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving accuracy to 98% or higher.
Business Capability Quality: Utility or Value to Stakeholders					
Does the business process satisfy stakeholders?	Stakeholders lack confidence in information negatively affecting stakeholder satisfaction with the process.	Automation and standardization provides clear and useful information. Stakeholder satisfaction is greater than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities improving stakeholder	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal law enforcement, CMS, and interstate agencies and entities improving	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and federal agencies and entities improving stakeholder

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			satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	stakeholder satisfaction to 95% or higher.	satisfaction to 98% or higher.

## Manage Compliance Incident Information

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Manage Compliance Incident Information					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
How integrated or central is the process?	The duplicate process is in multiple parts of the organization. There is little coordination among SMA	SMA integrates the process within SMA. SMA improves coordination between SMA and other	SMA fully integrates the process with state and federal law enforcement, CMS, and other intrastate agencies to the	SMA fully integrates the process with state, district and federal law enforcement, CMS, and interstate	SMA fully integrates the process with state, district and federal law enforcement, CMS, and other federal

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Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	programs or between SMA and other stakeholders (e.g., other state agencies, CMS, intermediaries, other payers) in relation to the process.	stakeholders.	extent possible within the intrastate.	agencies to the extent possible across the interstate.	agencies to the extent possible across the nation.
Is the process primarily manual or automatic?	The process consists primarily of manual paper-based activity to accomplish tasks. SMA manually enters parameters for identification of cases. SMA automates exception processing.	SMA uses a mix of manual and automatic processes to accomplish tasks.	SMA automates process with state and federal law enforcement, CMS, and other intrastate agencies to the full extent possible within the intrastate. SMA produces audit trail of compliance decision 100% of the time.	SMA automates process with state, district and federal law enforcement, CMS, and interstate agencies to the full extent possible across the interstate.	SMA automates process with state, district and federal law enforcement, CMS, and federal agencies to the full extent possible across the nation.
Does the State Medicaid Agency use standards in the process?	SMA focuses on meeting compliance thresholds for state and federal regulations using	SMA applies a mix of HIPAA and state-specific standards.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for	SMA adopts MITA Framework, industry standards, and other nationally recognized standards exchange	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for

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Manage Compliance Incident Information					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	state-specific standards.		exchange of information with state and federal law enforcement, CMS, and other intrastate agencies.	of information with state, district and federal law enforcement, CMS, and other interstate agencies.	national exchange of information with state, district, and federal law enforcement, CMS, and other federal agencies.
How does the State Medicaid Agency collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services with state and federal law enforcement, CMS, and other intrastate agencies.	SMA collaborates with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes with state, district and federal law enforcement, CMS, and other interstate agencies including compliance information.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.
Business Capability Quality: Timeliness of Process					
How timely is the end-to-end	Process meets threshold or	Process timeliness improves through use	Timeliness improves via state and federal	Information is available in near real	Information is available in real time.

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Manage Compliance Incident Information					
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process?	mandated requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation).	of automation. Timeliness exceeds legal requirements.	collaboration, use of information sharing, standards, and regional information exchange hubs. Timeliness exceeds Level 2.	time. Processes that use compliance information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness over Level 3.	Processes improve further through connectivity with other States and federal agencies. Most processes execute at the point of service. Results are almost immediate.
Business Capability Quality: Data Access and Accuracy					
How accurate is the information in the process?	Use of direct data entry for information collection is manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level	Automation of information collection increases the reliability of SMA's internal information. External sources of information use MITA Framework and industry standards for information	Automation of information collection increases the reliability of SMA's internal and external sources of information. SMA adopts MITA Framework and industry standards for	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules

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	decision-making.	1.	exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	information exchange with interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	definitions. Accuracy rating is at 99% or higher.
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains information manually.	SMA stores information in disparate systems, but automation and HIPAA standards increase accessibility over Level 1.	SMA obtains information easily and exchanges with state and federal law enforcement, CMS, and other intrastate agencies and entities based on MITA Framework and industry standards. Access to information ranges from 24 hours to 60 seconds.	SMA obtains information easily and exchanges with state, district and federal law enforcement, CMS, and interstate agencies and entities. Accessibility is greater than Level 3.	SMA obtains information easily and exchanges with state, district and federal law enforcement, CMS, and other federal agencies and entities. Accessibility is greater than Level 4.
Business Capability Quality: Cost-Effectiveness					

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What is the cost of the process compared to the benefits of its results?	High relative cost due to low number of automatic, standardized tasks.	Automation improves process and allows focus on exception resolution, improving cost effectiveness ratio over Level 1.	SMA adopts MITA Framework, industry standards, state and federal law enforcement, CMS, and other nationally recognized standards further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, industry standards, state, district, and federal law enforcement, CMS, and other nationally recognized standards for interstate information exchange. SMA increases cost effectiveness ratio over Level 3.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national (and international) information exchange with state and federal law enforcement, CMS, and other federal agencies. SMA increases cost effectiveness ratio over level 4.
Business Capability Quality: Effort to Perform; Efficiency					
How efficient is the process?	Process is labor intensive. There is wasted effort or expense to accomplish tasks. Process meets minimum state process guidelines	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law enforcement, CMS, and interstate	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law enforcement, CMS, and other federal

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Manage Compliance Incident Information					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	and SMA performance standards. Efficiency is low.		improving efficiency to 95% or higher.	agencies and entities improving efficiency to 98% or higher.	agencies and entities improving efficiency to 98% or higher.
Business Capability Quality: Accuracy of Process Results					
How accurate are the results of the process?	Manual processes result in greater opportunity for human error. Accuracy is low.	Automation and standardized business rules definitions reduce error and improve accuracy above Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities improving accuracy to 90% or higher.	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law enforcement, CMS, and interstate agencies and entities improving accuracy to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law enforcement, CMS, and federal agencies and entities improving accuracy to 98% or higher.
Business Capability Quality: Utility or Value to Stakeholders					
Does the business process satisfy stakeholders?	Stakeholders lack confidence in information negatively affecting stakeholder satisfaction with the	Automation and standardization provides clear and useful information. Stakeholder satisfaction is greater	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement,	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law	SMA adopts MITA Framework, industry standards and information exchange with state, district and federal law

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	process.	than Level 1.	CMS, and intrastate agencies and entities improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	enforcement, CMS, and interstate agencies and entities improving stakeholder satisfaction to 95% or higher.	enforcement, CMS, and federal agencies and entities improving stakeholder satisfaction to 98% or higher.

## Determine Adverse Action Incident

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Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
How integrated or central is the	The duplicate process is in multiple parts of the	SMA integrates the process within SMA. SMA improves	SMA fully integrates the process with state and federal law	SMA fully integrates the process with state,	SMA fully integrates the process with state, district, and

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Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
process?	organization. There is little coordination among SMA programs or between SMA and other stakeholders (e.g., other state agencies, CMS, intermediaries, other payers) in relation to the process.	coordination between SMA and other stakeholders.	enforcement, CMS, and intrastate agencies to the extent possible within the intrastate.	district, and federal law enforcement, CMS, and interstate agencies to the extent possible within the region.	federal law enforcement, CMS, and other federal agencies to the extent possible across the nation.
Is the process primarily manual or automatic?	The process consists primarily of manual paper-based activity to accomplish tasks.	SMA uses a mix of manual and automatic processes to accomplish tasks.	SMA automates process with state and federal law enforcement, CMS, and intrastate agencies to the full extent possible within the intrastate. SMA produces audit trail of adverse action decision 100% of the time.	SMA automates process with state, district, and federal law enforcement, CMS, and interstate agencies to the full extent possible across the interstate.	SMA automates process with state, district and federal law enforcement, CMS, and other federal agencies to the full extent possible across the nation.
Does the State Medicaid Agency use standards in the	SMA focuses on meeting compliance thresholds for state	SMA applies a mix of HIPAA and state-specific standards.	SMA adopts MITA Framework, industry standards, and other	SMA adopts MITA Framework, industry standards, and other	SMA adopts MITA Framework, industry standards, and other nationally

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Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
process?	and federal regulations using state-specific standards.		nationally recognized standards for exchange of information with state and federal law enforcement, CMS, and intrastate agencies.	nationally recognized standards for exchange of information with state, district, and federal law enforcement, CMS, and interstate agencies.	recognized standards for exchange of information with state, district, and federal law enforcement, CMS, and other federal agencies.
How does the State Medicaid Agency collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services with state and federal law enforcement, CMS, and intrastate agencies.	SMA collaborates with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes with state, district, and federal law enforcement, CMS, and interstate agencies.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.
Business Capability Quality: Timeliness of Process					
How timely is the	Process meets	Process timeliness	Timeliness improves	Information is	Information is

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Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
end-to-end process?	threshold or mandated requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation). Case management is primarily a manual process including a desk review of medical records and evidence, request for additional data, on-site audit of provider location, and final disposition and reporting. The process requires three (3) months or more from the time SMA identifies the case.	improves through use of automation. Timeliness exceeds legal requirements. From the time SMA identifies a case, the process completes in two (2) months or less.	via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. Timeliness exceeds Level 2. The process requires 1 month or less to reach resolution. SMA distributes Notice of appeal rights within 15 minutes or less 100% of the time.	available in near real time. Processes that use adverse action incident information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness over Level 3.	available in real time. Processes improve further through connectivity with other States and with federal agencies. Most processes execute at the point of service. Results are almost immediate.
Business Capability Quality: Data Access and Accuracy					
How accurate is the	Use of direct data	HIPAA standard	Automation of	Automation of	SMA adopts MITA

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Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
information in the process?	entry for information collection is manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	information collection increases the reliability of SMA's internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	information collection increases the reliability of SMA's internal and external sources of information. SMA adopts MITA Framework and industry standards for information exchange with interstate agencies. Decision-making is automatic using regional standardized business rules definitions s. Accuracy rating is at 99% or higher.	Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions. Accuracy rating is at 99% or higher.
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains	SMA stores information in disparate systems, but automation and HIPAA standards	SMA obtains information easily and exchanges with state and federal law enforcement, CMS,	SMA obtains information easily and exchanges with state, district, and federal law	SMA obtains information easily and exchanges with state, district, and federal law

PE – Compliance Management					
Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	information manually. SMA has limited access to data because of is inconsistent and untimely receipt of information. Data acquisition to support the case may take 60 business days or more.	increase accessibility over Level 1.	and intrastate agencies and entities based on MITA Framework and industry standards. Access to information takes 24 hours or less.	enforcement, CMS, and interstate agencies and entities. Accessibility is greater than Level 3.	enforcement, CMS, and other federal agencies and entities. Accessibility is greater than Level 4.
Business Capability Quality: Cost-Effectiveness					
What is the cost of the process compared to the benefits of its results?	High relative cost due to low number of automatic, standardized tasks.	Automation improves process and allows focus on exception resolution, improving cost effectiveness ratio over Level 1.	SMA adopts MITA Framework, industry standards, state and federal law enforcement, CMS, and other nationally recognized standards further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, industry standards, state, district, and federal law enforcement, CMS, and other nationally recognized standards for interstate information exchange. SMA increases cost	SMA adopts MITA Framework, industry standards, state, district, and federal law enforcement, CMS, other federal agencies, and other nationally recognized standards for national (and international) information exchange. SMA

PE – Compliance Management					
Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
				effectiveness ratio over Level 3.	increases cost effectiveness ratio over level 4.
Business Capability Quality: Effort to Perform; Efficiency					
How efficient is the process?	Process is labor intensive. There is wasted effort or expense to accomplish tasks. Process meets minimum state process guidelines and SMA performance standards. Efficiency is low.	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities improving efficiency to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal law enforcement, CMS, and interstate agencies and entities improving efficiency to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal law enforcement, CMS, and other federal agencies and entities improving efficiency to 98% or higher.
Business Capability Quality: Accuracy of Process Results					
How accurate are the results of the process?	Manual processes result in greater opportunity for human error. Accuracy is low.	Automation and standardized business rules definitions reduce error and improve accuracy	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement,	SMA adopts MITA Framework, industry standards and information exchange with state, district, and	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal

PE – Compliance Management					
Determine Adverse Action Incident					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
		above Level 1.	CMS, and intrastate agencies and entities improving accuracy to 98% or higher.	federal law enforcement, CMS, and interstate agencies and entities improving accuracy to 98% or higher.	law enforcement, CMS, and other federal agencies and entities improving accuracy to 98% or higher.
Business Capability Quality: Utility or Value to Stakeholders					
Does the business process satisfy stakeholders?	Stakeholders lack confidence in information negatively affecting stakeholder satisfaction with the process.	Automation and standardization provides clear and useful information. Stakeholder satisfaction is greater than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with state and federal law enforcement, CMS, and intrastate agencies and entities improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal law enforcement, CMS, and interstate agencies and entities improving stakeholder satisfaction to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with state, district, and federal law enforcement, CMS, and other federal agencies and entities improving stakeholder satisfaction to 98% or higher.

## Prepare REOMB

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
<b>Is the process primarily manual or automatic?</b>	The process consists primarily of manual paper-based activity to accomplish tasks. SMA identifies the samples and generates Recipient Explanation of Medical Benefits (REOMB) manually. Distribution is via the mail.	SMA uses a mix of manual and automatic processes to accomplish tasks. SMA uses sampling enhancements to target selected populations.	SMA automates process to the full extent possible within the intrastate. SMA may integrate the REOMB with Personal Health Records (PHR). When SMA uses PHR, it enhances the sampling process to target selected populations. SMA generates EOBs automatically that are available via web portal.	SMA automates process to the full extent possible across the interstate.	SMA automates process to the full extent possible across the nation.
<b>Does the State Medicaid Agency use standards in the process?</b>	SMA focuses on meeting compliance thresholds for state and federal	SMA applies a mix of HIPAA and state-specific standards.	SMA adopts MITA Framework, industry standards, and other nationally recognized	SMA adopts MITA Framework, industry standards, and other nationally recognized	SMA adopts MITA Framework, industry standards, and other nationally recognized

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	regulations using state-specific standards.		standards for intrastate exchange of information.	standards for clinical and interstate information exchange.	standards for national exchange of information.
If sampling is used, what sampling algorithm is used?	SMA complies with federal regulations to produce random samples of REOMB monthly.	SMA enhances the sampling process to target selected populations.	In addition to the targeted populations, SMA generates the sampling dynamically based on provider billing patterns and Surveillance Utilization Review System results.	Maturity level is not applicable.	Maturity level is not applicable.
Is communication linguistically, culturally, and competency appropriate?	Functionally, linguistically, culturally, and competency appropriate outreach and education materials are lacking because they are difficult and costly to produce.	Outreach material is functionally, linguistically, culturally, and competency appropriate, but at great expense. SMA limits outreach material by state defined parameters (e.g., only two (2)	SMA automates process to the full extent possible across the intrastate. Use of electronic communications makes provision of functionally, linguistically, culturally, and competency appropriate outreach	SMA automates process to the full extent possible across the interstate.	SMA automates process to the full extent possible across the nation.

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Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
		languages used).	material more cost-effective.		
How does the State Medicaid Agency collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services.	SMA collaborates with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes including clinical information.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.
Business Capability Quality: Timeliness of Process					
How timely is the end-to-end process?	Process meets threshold or mandated requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation).	Process timeliness improves through use of automation. Timeliness exceeds legal requirements.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. Timeliness exceeds Level 2.	Information is available in near real time. Processes that use clinical information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness	Information is available in real time. Processes improve further through connectivity with other States and with federal agencies. Most processes execute at the point of service. Results are almost

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
				over Level 3.	immediate.
Business Capability Quality: Data Access and Accuracy					
How accurate is the information in the process?	Use of direct data entry for information collection is manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	Automation of information collection increases the reliability of SMA's internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized business rules definitions. Members can review data online and report on a questionable service through a web interface Accuracy rating is at 99% or higher.	Automation of information collection increases the reliability of SMA's internal and external sources of information. SMA adopts MITA Framework and industry standards for information exchange with interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Members have direct access to Personal Health Records. Accuracy rating is at 99% or higher.	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions. Accuracy rating is at 99% or higher.

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
				higher.	
Business Capability Quality: Cost-Effectiveness					
What is the cost of the process compared to the benefits of its results?	High relative cost due to low number of automatic, standardized tasks. Effectiveness is 50% or below, associated with responses to the REOMB that lead to program savings.	Automation improves process and allows focus on exception resolution, improving cost effectiveness ratio over Level 1. Flexibility in targeting REOMB over manually identifying the sample improves effectiveness of responses to 75% or better.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards further improving cost effectiveness ratio over Level 2. Integration with Personal Health Record may increase effectiveness to 85% or better.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for interstate information exchange. SMA increases cost effectiveness ratio over Level 3.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national (and international) information exchange. SMA increases cost effectiveness ratio over level 4.
Business Capability Quality: Effort to Perform; Efficiency					
How efficient is the process?	Process is labor intensive. There is wasted effort or expense to accomplish tasks. Process meets minimum state	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities. The member returns	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving efficiency	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving efficiency

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	process guidelines and SMA performance standards. Efficiency is low.		REOMB electronically or responds to REOMB on the web portal improving efficiency to 95% or higher.	to 98% or higher.	to 98% or higher.
Business Capability Quality: Accuracy of Process Results					
How accurate are the results of the process?	Manual processes result in greater opportunity for human error. Accuracy is low.	Automation and standardized business rules definitions reduce error and improve accuracy above Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities improving accuracy to 99% or higher.	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving accuracy to 99% or higher.	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving accuracy to 99% or higher.
Business Capability Quality: Utility or Value to Stakeholders					
Does the business process satisfy stakeholders?	Stakeholders lack confidence in information negatively affecting stakeholder satisfaction with the process.	Automation and standardization provides clear and useful information. Stakeholder satisfaction is greater	SMA adopts MITA Framework, industry standards and information exchange with intrastate agencies and entities improving stakeholder	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving

PE – Compliance Management					
Prepare REOMB					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
		than Level 1.	satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	stakeholder satisfaction to 95% or higher.	stakeholder satisfaction to 98% or higher.