## MITA
### Medicaid Information Technology Architecture

| PL Plan Administration | |
|---|---|
| **Develop Agency Goals and Objectives** | |
| **Item** | **Details** |
| **Description** | The **Develop Agency Goals and Objectives** business process periodically assesses and prioritizes the current mission statement, goals, and objectives to determine if changes are necessary. Goals and objectives may warrant change for example, under a new administration, in response to changes in demographics, public opinion or medical industry trends, or in response to regional or national disasters. |
| **Trigger Event** | Environment-based Trigger Events: <br><br>• Periodic timetable (e.g., annual) is due for review of goals and objectives. <br><br>• Periodic timetable (e.g., annual) is due to implement new goals or objectives. <br><br>• Ad hoc request for goals or objectives updates. |
| **Result** | • The State Medicaid Agency (SMA) defines new or modified statement of goals or objectives. <br><br>• Tracking information as needed for measuring performance and business activity monitoring. |
| **Business Process Steps** | 1. **START.** Receive notice that the SMA requires a review of current goals and objectives or the review interval is due. <br><br>2. Review existing goals, objectives, and priorities. <br><br>3. Review information such as current performance measurements, industry successes, budget, and other States/programs successes. <br><br>4. Convene Stakeholders. <br><br>5. Develop consensus on changes and priorities. <br><br>6. **END**. Publish new or revised statement of goals and objectives, including performance measurements and priorities. |
| **Shared Data** | Plan data store including Medicaid State Plan, health plan, health benefits, performance measures, and benchmarks information <br><br>Business Activity data store including performance information (e.g., Consumer Assessment of Healthcare Providers and Systems (CAPHS) and Healthcare Effectiveness Data and Information Set (HEDIS) measures) |
| **Predecessor** | **Manage Performance Measures** |
| **Successor** | **Manage Health Plan Information** <br><br>**Manage Health Benefit Information** <br><br>**Maintain Program Policy** <br><br>**Maintain State Plan** |

## CMS
### CENTERS for MEDICARE & MEDICAID SERVICES

| PL Plan Administration | |
|---|---|
| **Develop Agency Goals and Objectives** | |
| **Item** | **Details** |
| | *Manage Performance Measures* |
| **Constraints** | Economic conditions shift, making less revenue available to fund the approved and planned budget. <br><br> The State Medicaid Agency will comply with federal and state regulations. |
| **Failures** | • Stakeholders are unable to reach consensus on the SMA goals and objectives. |
| **Performance Measures** | • Time to complete the process = within __ days, ___ weeks <br><br> • Achievement of goals and objectives linked to policy implementation |