CM – Case Management

Manage Treatment Plans and Outcomes

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
Business Capability Descriptions					
Is the process primarily manual or automatic?	The process consists primarily of manual activity to accomplish tasks.	SMA uses a mix of manual and automatic processes to accomplish tasks.	SMA automates process to the full extent possible within the state Health Information Exchange (HIE).	SMA automates process to the full extent possible across the interstate region via the regional Health Information Exchange (HIE).	SMA fully automates the process nationally to the extent possible via the Nationwide Health Information Network (NwHIN).
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.	A mix of HIPAA information standards and state-specific standards are applied.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for intrastate state Health Information Exchange (HIE) exchange of clinical information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for clinical and regional Health Information Exchange (HIE) exchange of clinical information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of clinical information via the NwHIN.
How does the State Medicaid Agency collaborate with other agencies or entities in performing the	Very little collaboration occurs with other agencies to standardize information exchange or	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI)	SMA collaborates with other intrastate state Health Information Exchange (HIE) and entities to adopt	SMA collaborates with other interstate regional Health Information Exchange (HIE) and entities to adopt	SMA collaborates with the NwHIN agencies and entities for national (and international) interoperability

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process?	business tasks.	transactions.	national standards, and to develop and share reusable business services.	national standards, and to develop and share reusable processes including clinical information.	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 regional Health Information Exchange (HIE) interoperability, which further improves timeliness over Level 3.	Information is available in real time. Processes improve further through connectivity via the NwHIN. 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	Use of direct data entry for information collection is	HIPAA standard transactions improve accuracy of	Automation of information collection increases	Automation of information collection increases	SMA adopts MITA Framework for national information

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the process?	manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	the reliability of state Health Information Exchange (HIE)'s internal information. External sources of information use MITA Framework for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	the reliability of regional Health Information Exchange (HIE)'s internal and external sources of information. SMA adopts MITA Framework for information exchange by regional Health Information Exchange (HIE). Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	exchange via the NwHIN. 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 information	SMA stores information in disparate systems, but automation and HIPAA standards increase	SMA easily obtains and uses information from intrastate state Health Information Exchange (HIE) and	SMA easily obtains and uses information from interstate regional Health Information Exchange (HIE) and	SMA easily obtains and uses information via the NwHIN. Accessibility is greater than Level 4.

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Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
	manually.	accessibility over Level 1.	entities based on MITA Framework and industry standards. Accessibility is greater than Level 2.	entities. Accessibility is greater than Level 3.	
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 by state Health Information Exchange (HIE) further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for regional Health Information Exchange (HIE) exchange improving cost effectiveness ratio over Level 3.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national (and international) information exchange via the NwHIN improving 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	Automation and state standards increase productivity. Efficiency is higher	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information exchange

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	accomplish tasks. Process meets minimum state process guidelines and SMA performance standards. Efficiency is low.	than Level 1.	exchange with intrastate state Health Information Exchange (HIE) and entities improving efficiency to 95% or higher.	exchange with regional Health Information Exchange (HIE) and entities improving efficiency to 98% or higher.	via the NwHIN 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 state Health Information Exchange (HIE) and entities improving accuracy to 90% or higher.	SMA adopts MITA Framework, industry standards and information exchange with regional Health Information Exchange (HIE) and entities improving accuracy to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange via the NwHIN 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	Automation and standardization provides clear and useful information.	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information exchange

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	stakeholder satisfaction with the process.	Stakeholder satisfaction is greater than Level 1.	exchange with intrastate state Health Information Exchange (HIE) and entities improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	exchange with regional Health Information Exchange (HIE) and entities improving stakeholder satisfaction to 95% or higher.	via the NwHIN improving stakeholder satisfaction to 98% or higher.