PL – Health Plan Administration

		Manage Performance Measures			
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 paper-based activity to accomplish tasks. The process is manual and duplicated in multiple areas within the organization.	SMA uses a mix of manual and automatic processes to accomplish tasks.	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.
Does the State Medicaid Agency use standards in the process?	SMA focuses on meeting compliance thresholds for state and federal regulations using state-specific performance standards.	A mix of nationally recognized and state-specific performance standards is applied.	SMA adopts MITA Framework, industry standards, and other nationally recognized performance standards for monitoring intrastate business activity.	SMA adopts MITA Framework, industry standards, and other nationally recognized performance standards for monitoring interstate business activity.	SMA adopts MITA Framework, industry standards, and other nationally recognized performance standards for monitoring national business activity.
Does the State Medicaid Agency use Plan of Action with Milestones (POAM)?	SMA does not have a Service Level Agreement (SLA) or Key Performance Indicator (KPI).	SMA has put in place a SLA and some KPI are established, collected, and monitored.	SMA periodically evaluates operational business processes against an established intrastate SLA and KPI. When SMA does not meet	SMA periodically evaluates operational business processes against an established interstate SLA and KPI. When SMA does not meet targets, creates	SMA periodically evaluates operational business processes against an established national SLA and KPI. When SMA does not meet targets, creates

PL – Health Plan Administration					
Manage Performance Measures					
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			targets, creates and executes a Plan of Action with Milestones (POAM).	and executes a POAM.	and executes a POAM.
How does the State Medicaid Agency publish performance measures?	SMA manually produces and distributes performance measures and outcomes to other parties responsible for the activity.	SMA electronically publishes performance measures and outcomes.	SMA fully publishes performance measures and outcomes within the intrastate. Based on use of MITA Framework, industry standards, and information definitions States may share outcome measures with other States and federal agencies.	SMA fully publishes performance measures and outcomes across the interstate.	SMA fully publishes performance measures and outcomes across the nation.
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 performance measures or business tasks.	SMA collaborates with other agencies and entities to adopt nationally recognized performance measures.	SMA collaborates with other intrastate agencies and entities to adopt national performance measures as well as develop and share reusable business services.	SMA collaborates with other interstate agencies and entities to adopt national performance measures as well as 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.

PL – Health Plan Administration

Manage Performance Measures

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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 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					
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-	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	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions.

PL – Health Plan Administration

Manage Performance Measures

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
			making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	with interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	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 limits communications to paper, email, Compact Disc (CD) or publications.	SMA stores information in disparate systems, but automation and nationally recognized standards increase accessibility over Level 1. Communication occurs through email, Compact Disc (CD) or publication on state's website.	SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. Accessibility is greater than Level 2.	SMA obtains information easily and exchanges with interstate agencies and entities. Accessibility is greater than Level 3.	SMA obtains information easily and exchanges with national agencies and entities. Accessibility is greater than Level 4.

Business Capability Quality: Cost Effectiveness

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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	SMA adopts MITA Framework, industry standards, and other nationally recognized standards further	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for interstate	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national

MITA
Medicaid Information
Technology Architecture

PL – Health Plan Administration					
Manage Performance Measures					
Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
		ratio over Level 1.	improving cost effectiveness ratio over Level 2.	information exchange. SMA increases cost effectiveness ratio over Level 3.	(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 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 intrastate agencies and entities improving efficiency to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving efficiency to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with national 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. SMA conducts	Automation and standardized business rules definitions reduce error. Less manual review and verification of	SMA adopts nationally recognized performance measures by intrastate agencies and entities improving	SMA adopts nationally recognized performance measures by interstate agencies and entities improving accuracy to 98% or higher.	SMA adopts nationally recognized performance measures by national agencies and entities improving accuracy to

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PL – Health Plan Administration

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	manual review and verification of accuracy of calculations prior to publication.	accuracy of calculations is needed prior to publication. SMA improves accuracy above Level 1.	accuracy to 90% or higher.		98% or higher.

Business Capability Quality: Utility or Value to Stakeholders

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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 satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving stakeholder satisfaction to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving stakeholder satisfaction to 98% or higher.