PM – Provider Support

Manage Provider Communication					
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 conducts this process primarily via paper, facsimile, and telephone.	SMA uses a mix of manual and automatic processes to accomplish tasks. The process increases the use of electronic methods. SMA accepts inquiries that provider responds to online or by telephone.	SMA automates process to the full extent possible within the intrastate including communication delivery by email, paper, mobile devices, Automatic Voice Response System (AVRS), telephone, facsimile, web portal or Electronic Data Interchange (EDI) transaction. Portal includes usability features or functions that accommodate the needs of persons with disabilities, including those who use assistive technology.	SMA automates process to the full extent possible within the region.	SMA automates process to the full extent possible across the nation.

MITA
Medicaid Information
Technology Architecture

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Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
Is communication linguistically, culturally, and competency appropriate?	Functionally, linguistically, culturally, and competency appropriate communications are lacking because they are difficult and costly to produce.	Communication is functionally, linguistically, culturally, and competency appropriate, but at great expense. SMA limits outreach material by state defined parameters (e.g., only two (2) languages used).	SMA automates process to the full extent possible across the intrastate. Use of electronic communications makes provision of functionally, linguistically, culturally, and competency appropriate communications more cost-effective.	SMA automates process to the full extent possible within the region.	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 standards.	SMA applies a mix of HIPAA and state-specific standards. SMA establishes a formal Communications Management Plan.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for intrastate state exchange of information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for regional exchange of information.	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	Very little collaboration occurs with other agencies to standardize	SMA collaborates with other agencies and entities to adopt HIPAA standards and	SMA collaborates with other intrastate agencies and entities to adopt national	SMA collaborates with other regional state agencies and entities to adopt	SMA collaborates with federal agencies and entities for national (and

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entities in performing the process?	information exchange or business tasks.	EDI transactions.	standards, and to develop and share reusable business services.	national standards, and to develop and share reusable processes including clinical information.	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).Requests may take multiple business days.	Process timeliness improves through use of automation. Providers have access to self-services via a web portal resolving their inquiries themselves. SMA answers most requests in 24 hours or less. Multiple web portals may exist as providers may work with multiple agencies. Timeliness exceeds legal requirements.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. SMA responds to most common inquiries in real-time. Exceptions may require 24 hours or less. SMA integrates web portals so providers have consistent way of communicating.	Information is available in near real time. SMA has regional 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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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 regional agencies' internal and external sources of information. SMA adopts MITA Framework and industry standards for information exchange by regional 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	SMA obtains information easily and exchanges with intrastate agencies and entities based on	SMA obtains information easily and exchanges with regional agencies and entities.	SMA obtains information easily and exchanges with national agencies and entities.

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Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	information manually.	increase accessibility over Level 1.	MITA Framework and industry standards. Accessibility is greater than Level 2.	Accessibility is greater than Level 3.	Accessibility is greater than Level 4.
Business Capability Quality: Cost-Effectiveness					
What is the cost of the process compared to the benefits of the 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 regional information 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. 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.	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework, industry standards and information exchange with intrastate	SMA adopts MITA Framework, industry standards and information exchange with regional	SMA adopts MITA Framework, industry standards and information exchange with national

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	Process meets minimum state process guidelines and SMA performance standards. Efficiency is low.		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 process results?	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 regional 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	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	SMA adopts MITA Framework, industry standards and information exchange with regional agencies and entities improving	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving

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	process.	than Level 1.	stakeholder 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.