

BR – Standards Management					
Establish Business Relationship					
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.	Uses a mix of manual and automatic processes to gather, record, communicate, and distribute information to SMA leadership, other state agencies, and participating providers regarding the business relationship. Uses some electronic information interchange agreements and includes HIPAA requirements for information exchange.	SMA automates process to the full extent possible within the intrastate. All trading partners sign electronic information interchange agreements.	SMA automates process to the full extent possible across the interstate.	SMA automates process to the full extent possible across the nation.
Does 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 has a methodology to	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for intrastate	SMA adopts MITA Framework, industry standards, and other nationally recognized	SMA adopts MITA Framework, industry standards, and other nationally recognized

BR – Standards Management					
Establish Business Relationship					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	state-specific standards.	assist them in developing business relationships and their associated manual and electronic documentation.	exchange of information SMA defines in the Service Level Agreement (SLA) with trading partner.	standards for clinical and interstate information exchange of information SMA defines in the SLA with trading partner.	standards for national exchange of information SMA defines in the SLA with trading partner.
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 has informal agreements with business partners.	SMA uses business agreements with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA uses a formal SLA with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services.	SMA uses a SLA with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes including clinical information.	SMA uses a SLA 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 this end-to-end process?	Process meets threshold or mandated requirements for timeliness (i.e., the process achieves results within the	Process timeliness improves through use of automation. Timeliness exceeds legal requirements. Process completes in a shorter	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. The process can	Information is available in near real time. SMA has interstate interoperability. The process can complete in five (5)	Information is available in real time. Processes improve further through connectivity with other States and federal

BR – Standards Management					
Establish Business Relationship					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	time specified by law or regulation). The process can require many weeks due to the need to customize each agreement.	timeframe than at Level 1.	complete in ten (10) business days or less.	business days or less.	agencies. 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. Information Accuracy and consistency in the agreements have a low rating.	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Business agreements result in higher accuracy in the terms and conditions. Accuracy is higher than at Level 1.	Automation of information collection increases the reliability of SMA internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized business rules definitions. Accessibility is 99% or higher.	Automation of information collection increases the reliability of SMA 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	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions. Accessibility is 99% or higher.

BR – Standards Management					
Establish Business Relationship					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
				definitions. Accessibility is 99% or higher.	
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains information manually. Exchange of agreement information dependent on postal or other hard copy delivery services.	The process uses on-line access to agreements. Business partners request modifications via email. SMA stores information in disparate systems, but automation and HIPAA standards increase accessibility over Level 1.	SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. SMA uses a standardized SLA. SMA uses electronic document communication standards to make modifications. Accessibility takes less than 60 seconds.	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					
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. The process meets state budget. Cost effectiveness may	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	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for interstate information	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national (and

BR – Standards Management					
Establish Business Relationship					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	not be measured.		Level 2. The process demonstrates the improvement value projected by SMA.	exchange. SMA increases cost effectiveness ratio over Level 3.	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.	Adoption of standardized agreements and MITA Framework, industry standards and information exchange with intrastate agencies and entities improve efficiency to 95% or higher.	Adoption of standardized agreements and MITA Framework, industry standards and information exchange with interstate agencies and entities improve efficiency to 98% or higher.	Adoption of standardized agreements and MITA Framework, industry standards and information exchange with national agencies and entities improve 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.	Automation and standardized business rules definitions results in	Adoption of standardized business rules definitions and MITA Framework, industry standards and	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information

BR – Standards Management					
Establish Business Relationship					
Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	Contractual agreements meet state policy and legal requirements but SMA does not adopt standards for accuracy. Accuracy is low.	uniform terms and conditions reducing errors and improving accuracy above Level 2.	information exchange with intrastate agencies and entities improve accuracy to 99% or higher.	exchange with interstate agencies and entities improving accuracy to 99% or higher.	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 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.