PL Health Benefit Administration	
Manage Rate Setting	
Item	**Details**
Description	The **Manage Rate Setting** business process responds to requests to add or modify rates for any service or product covered by the Medicaid Program.
Trigger Event	Environment-based Trigger Events: • Receive official request for rate setting addition or modification. • Periodic timetable is due for rate addition or modification. • Receive the addition or modification of rate information.
Result	• The State Medicaid Agency (SMA) defines new rate with effective date and date span. • The SMA rejects rate request. • Alert sent to notify provider and contractor of rate modification. • Tracking information as needed for measuring performance and business activity monitoring.
Business Process Steps	1. **START**. Receive notification of request for addition or modification of rate. 2. Research and analyze rate, which may include request information to determine initial or updated rate. 3. Validate rate requested or establish rate. 4. Optional: Perform What-if scenarios analysis. 5. Create rate update or deny the request. 6. **END:** Send alert to notify provider and contractor of rate addition or modification.
Shared Data	Business Activity data store including performance measures Consumer Assessment of Healthcare Providers and Systems (CAPHS) and Healthcare Effectiveness Data and Information Set (HEDIS))information Plan data store including policy information Health Benefit data store including benefit package and benefit information Claims data store including payment information Provider data store including provider network and Contract information Contractor data store including provider network information
Predecessor	**Manage Health Plan Information**
Successor	**Manage Health Plan Information** **Manage Health Benefit Information** **Manage Provider Communication**

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	Manage Contractor Communication
	Manage Reference Information
Constraints	The SMA will conform to mandates from the legislature or court. For a new service, procedure or product, information may not exist to assist in establishing a rate.
Failures	• The SMA does not have enough information to validate rate or perform What-if scenario analysis delaying or interrupting the process. • Process includes possible denial of rate setting request.
Performance Measures	• Time to establish/update rate or reject rate request = __ hours or days • Accuracy: The process produces acceptable results __ % of the time • Efficiency: Combination of staff plus automated processes results in utilization of __ FTEs per occurrence of this process