CM – Case Management

Establish Case

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 intrastate and targets members for assessments, treatment plans and outcome tracking, and disease management. SMA exchanges clinical information within a state Health Information Exchange (HIE).	SMA automates process to the full extent possible within the region and targets members for assessments, treatment plans and outcome tracking, and disease management. SMA exchanges clinical information via a regional Health Information Exchange (HIE).	SMA automates process to the full extent possible nationally and targets members for assessments, treatment plans and outcome tracking, and disease management. SMA exchanges clinical information nationally 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.	SMA applies a mix of HIPAA and state-specific standards.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for state Health Information Exchange (HIE).	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for clinical and interstate information exchange of information to a regional Health	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of information via the NwHIN.

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				Information Exchange (HIE).	
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. The process consists primarily of manual processes (e.g. telephone contacts, facsimile, letters) to gather and share information between social service agencies, physician offices and other provider types to establish cases.	SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions. Permits authorized users to access other information bases and retrieve pertinent information about the member (i.e. eligibility, claims history) improving over Level 1.	SMA collaborates with other intrastate agencies, and entities and the Regional Health Information Organization (RHIO) to adopt national standards, and to develop and share reusable business services.	SMA collaborates with other regional agencies, and entities, and the RHIO to adopt national standards, and to develop and share reusable processes including clinical information shared via a regional Health Information Exchange (HIE).	SMA collaborates with national agencies, and entities, and the RHIO for national (and international) interoperability improvements that maximize automation of routine operations shared across the NwHIN.
Business Capability Quality: Timeliness of Process					
How timely is this end-to-end process?	Process meets threshold or mandated requirements for	Process timeliness improves through use of automation. Timeliness exceeds	Timeliness improves via state and federal collaboration, use of information sharing,	Information is available in near real time. Processes that use clinical	Information is available in real time. Processes improve further through

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	timeliness (i.e., the process achieves results within the time specified by law or regulation).	legal requirements.	standards, and regional information exchange hubs. Timeliness exceeds Level 2. Process completes, on the average, within seven (7) business days.	information result in immediate action, response, and results. SMA has regional Health Information Exchange (HIE) interoperability, which further improves timeliness over Level 3.	connectivity with other States and with federal agencies via 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 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 a 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	Automation of information collection increases the reliability of the regional SMA internal and external sources of information. SMA adopts MITA Framework for information exchange by regional Health Information Exchanges (HIE). Decision-making is automatic using	SMA adopts MITA Framework for national information exchange. Decision-making is automatic using national standardized business rules definitions. Accuracy rating is at 99% or higher.

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			definitions. Accuracy is 99% or higher.	regional 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 manually.	SMA stores information in disparate systems, but automation and HIPAA standards increase accessibility over Level 1 information	SMA obtains information easily and exchanges with intrastate agencies and entities from a Health Information Exchange (HIE) based on MITA Framework. Accessibility information takes no more than three (3) seconds.	SMA obtains information easily and exchanges with regional agencies from an interstate regional Health Information Exchange (HIE) and entities. Accessibility takes no more than three (3) seconds.	SMA obtains information easily and exchanges with national agencies. Accessibility takes no more than three (3) seconds.
Business Capability Quality: Cost Effectiveness					
What is the cost to perform 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 for state Health Information	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for interstate and	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of

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			Exchange (HIE) further improving cost effectiveness ratio over Level 2.	regional Health Information Exchange (HIE) exchange improving cost effectiveness ratio over Level 3.	information 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 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 Health Information Exchange (HIE) and entities improving efficiency to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with interstate regional Health Information Exchange (HIE) and entities improving efficiency to 98% or higher.	SMA adopts MITA Framework, industry standards and information exchange with 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.	Automation and standardized business rules definitions reduce	SMA adopts MITA Framework, industry standards and information exchange	SMA adopts MITA Framework, industry standards and information exchange	SMA adopts MITA Framework, industry standards and information exchange

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Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
	Accuracy is low.	error and improve accuracy above Level 1.	with intrastate Health Information Exchange (HIE) and entities improving accuracy to 95% or higher.	with interstate regional Health Information Exchange (HIE) and entities improving accuracy to 98% or higher.	with 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 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 Health Information Exchange (HIE) 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 regional Health Information Exchange (HIE) and entities improving stakeholder satisfaction to 95% or higher.	SMA adopts MITA Framework, industry standards and information exchange with the NwHIN improving stakeholder satisfaction to 98% or higher.