PL – Plan Administration

Maintain State Plan

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.	SMA uses a mix of manual and automatic processes to accomplish tasks. SMA uses tools to gather, record, analyze, formulate, communicate, and distribute information on Medicaid State Plan to SMA leadership and other state agencies. SMA distributes Medicaid State Plan electronically to stakeholders.	SMA automates process to the full extent possible within the intrastate. SMA uses brainstorming and automatic collaboration tools, which enables statewide input to the Medicaid State Plan setting process.	SMA automates process to the full extent possible across the interstate.	SMA automates process to the full extent possible across the nation.
How adaptable is the process to change?	SMA is unable to adapt easily to changes to the Medicaid State Plan and provide timely	SMA is able to develop and maintained Medicaid State Plan with collaboration from	SMA develops and maintains Medicaid State Plan with collaboration from other intrastate	SMA develops and maintains Medicaid State Plan with collaboration from other interstate	SMA develops and maintains Medicaid State Plan with collaboration from other intrastate

PL – Plan Administration

Maintain State Plan

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	information to stakeholders.	other agencies that encourages flexibility.	agencies. SMA quickly distributes modifications to policy to stakeholders.	agencies. SMA distributes in near-real time modifications to policy to stakeholders.	agencies. SMA distributes in near-real time modifications to policy to stakeholders.
Is Medicaid State Plan traceable throughout the organization?	SMA is unable to trace operational activities directly to Medicaid State Plan.	SMA is able to trace some operational activities directly to Medicaid State Plan.	SMA directly ties all relevant operational activities to Medicaid State Plan within the intrastate. SMA uses business intelligence tools to monitor progress toward benchmarks.	SMA directly ties all relevant operational activities to Medicaid State Plan across the interstate.	SMA directly ties all relevant operational activities to Medicaid State Plan 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 nationally recognized and state-specific standards.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for intrastate exchange of information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for clinical and interstate information exchange.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of information.
How does the State Medicaid Agency	Very little collaboration occurs	SMA collaborates with other agencies	SMA collaborates with other intrastate	SMA collaborates with other interstate	SMA collaborates with agencies and

PL – Plan Administration

Maintain State Plan

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
collaborate with other agencies or entities in performing the process?	with other agencies to standardize information exchange or business tasks.	and entities to adopt standards and Electronic Data Interchange (EDI) transactions.	agencies and entities to adopt national standards, and to develop and share reusable business services.	agencies and entities to adopt national standards, and to develop and share reusable processes including clinical information.	entities for national (and 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). SMA develops Medicaid State Plan in an ad hoc manner. Time to complete process is indeterminate.	Process timeliness improves through use of automation. SMA conducts more frequent review and modification to Medicaid State Plan. Timeliness exceeds legal requirements.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. SMA develops, modifies, tracks, and report on Medicaid State Plan in less time than at 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.

PL – Plan Administration

Maintain State Plan

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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.	SMA uses standard transactions to 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. Accuracy rating is at 99% or higher.	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 with interstate agencies. Accuracy rating is at 99% or higher.	SMA adopts MITA Framework and industry standards for information exchange with national agencies. 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. Medicaid State Plan is vague and incomplete.	Medicaid State Plan is up-to-date and more accurate. SMA stores information in disparate systems, but automation and standards increase accessibility over Level 1.	SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. Medicaid State Plan is central, up-to-date	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.

PL – Plan Administration

Maintain State Plan

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
			and accurate. Accessibility is greater than Level 2.		
Business Capability Quality: Cost-Effectiveness					
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 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 clinical and interstate information exchange. SMA increases 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	Automation and state standards increase productivity.	SMA adopts MITA Framework, industry standards and	SMA adopts MITA Framework, industry standards and	SMA adopts MITA Framework, industry standards and

PL – Plan Administration					
Maintain State Plan					
Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
	expense to accomplish tasks. Process meets minimum state process guidelines and SMA performance standards. Efficiency is low.	Efficiency is higher than Level 1.	information exchange with intrastate agencies and entities improving efficiency to 95% or higher.	information exchange with interstate agencies and entities improving efficiency to 98% or higher.	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.	Automation 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 interstate 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	Automation and standardization provides clear and useful information.	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information exchange	SMA adopts MITA Framework, industry standards and information

PL – Plan Administration					
Maintain State Plan					
Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
	stakeholder satisfaction with the process.	Stakeholder satisfaction is greater than Level 1.	exchange with intrastate agencies and entities improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	with interstate agencies and entities improving stakeholder satisfaction to 95% or higher.	exchange with national agencies and entities improving stakeholder satisfaction to 98% or higher.