MITA
Medicaid Information
Technology Architecture

BR – Standards Management

Manage Business Relationship Information

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 mix of manual and automatic processes to gather, record, communicate, and distribute information to SMA leadership, other state agencies, and participating providers regarding updating the business relationship.	SMA automates process to the full extent possible within the intrastate. SMA and its trading partners (other agencies, entities, and providers) agree to automatic updates to the Service Level Agreement (SLA) governing the exchange of health care information.	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 state-specific standards.	SMA applies a mix of HIPAA and state-specific standards to modify and amend business relationships and their relevant manual and electronic documentation.	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 interstate information exchange.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of information.
Does the State	Very little	SMA collaborates	SMA collaborates	SMA collaborates	SMA collaborates

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Medicaid Agency collaborate with other agencies or entities in performing the process?	collaboration occurs with other agencies to standardize information exchange or business tasks. SMA has informal agreements with other business partners.	with other agencies and entities to adopt HIPAA standards and Electronic Data Interchange (EDI) transactions. SMA has business partner agreements with other entities including terms for amending and modifying business partner agreements.	with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services for amending and modifying business partner agreements.	with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes for amending and modifying business partner agreements.	with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations for amending and modifying business partner agreements.
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 time specified by law or regulation). The process can require many weeks due to the need to	Process timeliness improves through use of automation. Timeliness reduces the timeframes of Level 1.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. Process completes in five (5) business days or less.	Information is available in near real time. SMA has interstate interoperability, which further improves timeliness over Level 3. Process completes in three (3) business days or less.	Information is available in real time. Processes improve further through connectivity with other States and with federal agencies. Results are almost immediate.

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	customize each agreement.				

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 internal information. External sources of information use MITA Framework 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 SMA internal and external sources of information. SMA adopts MITA Framework for information exchange by interstate agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	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.
How accessible is the information in the process?	SMA stores information in disparate systems	SMA stores information in disparate systems,	SMA obtains information easily and exchanges with	SMA obtains information easily and exchanges with	SMA obtains information easily and exchanges with

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	including paper storage and obtains information manually. Process is dependent on postal or other hard copy delivery services.	but automation and HIPAA standards increase accessibility over Level 1.	intrastate agencies and entities. Accessibility is no more than 60 seconds.	interstate agencies and entities. Accessibility is no more than 30 seconds.	national agencies and entities. Accessibility is no more than 15 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 further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for 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 expense to	Automation and state standards increase productivity. Efficiency is higher	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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	accomplish tasks. Process meets minimum state process guidelines and SMA performance standards. Efficiency is low.	than Level 1.	with intrastate agencies and entities improving efficiency to 95% or higher.	with interstate agencies and entities improving efficiency to 98% or higher.	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 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 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 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	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities

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Capability Question	*Level 1*	*Level 2*	*Level 3*	*Level 4*	*Level 5*
	process.	than Level 1.	improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	improving stakeholder satisfaction to 95% or higher.	improving stakeholder satisfaction to 98% or higher.