

| BR – Standards Management | | | | | |
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| Terminate 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. | SMA 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 termination of the business relationship. | SMA automates process to the full extent possible within the intrastate. | 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. | 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 collaborate with other agencies or entities in | Very little collaboration occurs with other agencies to standardize information exchange | SMA collaborates with other agencies and entities to adopt HIPAA standards and Electronic Data | SMA collaborates with other intrastate agencies and entities to adopt national standards, and to | SMA collaborates with other interstate agencies and entities to adopt national standards, and to | SMA collaborates with agencies and entities for national (and international) interoperability |

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| performing the process? | or business tasks. | Interchange (EDI) transactions. | develop and share reusable business services. | develop and share reusable processes including clinical information. | 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 time specified by law or regulation). Process completes within 30 business days. | Process timeliness improves through use of automation. Timeliness exceeds legal requirements. Process completes, on the average, in no more than ten (10) business days. | Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. Process completes, on the average, in one (1) business day or less. | Information is available in near real time. SMA has interstate interoperability. Process completes, on the average, in twelve (12) hours or less. | 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. |
| 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. | State standard transactions improve accuracy of information but the decision-making process may be erroneous or | Automation of information collection increases the reliability of SMA internal information. External sources of information use MITA | Automation of information collection increases the reliability of SMA internal and external sources of information. SMA | SMA adopts MITA Framework for national information exchange. Decision-making is automatic using national standardized |

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| | Stakeholders are unable to rely on information for decision-making. | misleading. Accuracy is higher than at Level 1. | Framework for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher. | 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. | 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. | SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. Accessibility is greater than Level 2. | 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 to perform the process compared to the benefits of the | High relative cost due to low number of automatic, standardized tasks. | Automation improves process and allows focus on exception resolution, improving | SMA adopts MITA Framework, industry standards, and other nationally recognized | SMA adopts MITA Framework, industry standards, and other nationally recognized | SMA adopts MITA Framework, industry standards, and other nationally recognized |

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| results? | | cost effectiveness ratio over Level 1. | standards further improving cost effectiveness ratio over Level 2. | standards for interstate information exchange. SMA increases cost effectiveness ratio over Level 3. | 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 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 agencies and entities improving efficiency to 95% or higher. | SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving efficiency to 98% or higher. | SMA adopts MITA Framework, industry standards and 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. | 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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| | Accuracy is low. | error and improve accuracy above Level 1. | with intrastate agencies and entities improving accuracy to 90% or higher. | with interstate agencies and entities improving accuracy to 98% or higher. | 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 process. Delays and disputes over termination issues are common. | 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. |