

PL – Plan Administration					
Maintain Program Policy					
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 program policy to SMA leadership and other state agencies.	SMA automates process by brainstorming and using automatic collaboration tools, which enables statewide input to the policy setting process.	SMA enables regional input into the policy setting process by automating processes.	SMA uses automatic collaboration tools to automate processes which enables national input into the policy setting process.
How adaptable is the process to change?	SMA is unable to adapt easily to changes to the program policy and provide timely information to stakeholders.	SMA is able to develop and maintained policy with collaboration from other agencies that encourages flexibility.	SMA develops and maintains policy with collaboration from other intrastate agencies. SMA quickly distributes modifications to policy to stakeholders.	SMA develops and maintains policy with collaboration from other interstate agencies. SMA distributes in near-real time modifications to policy to stakeholders.	SMA develops and maintains policy with collaboration from other intrastate agencies. SMA distributes in near-real time modifications to policy to stakeholders.

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Are policies traceable throughout the organization?	SMA is unable to trace operational activities directly to program policy.	SMA is able to trace some operational activities directly to program policy.	SMA directly ties all relevant operational activities to program policy within the intrastate. SMA uses business intelligence tools to monitor progress toward benchmarks.	SMA directly ties all relevant operational activities to program policy across the interstate.	SMA directly ties all relevant operational activities to program policy 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 collaborate with other agencies or entities in performing the process?	Very little collaboration occurs with other agencies to standardize information exchange or business tasks.	SMA collaborates with other agencies and entities to adopt standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national standards, and to develop and share reusable business services.	SMA collaborates with other interstate agencies and entities to adopt national standards, and to develop and share reusable processes including clinical	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of

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				information.	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 program policy 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 program policy. 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 program policy 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.
Business Capability Quality: Data Access and Accuracy					
How accurate is the information in	Use of direct data entry for information collection is	SMA uses standard transactions to improve accuracy of	Automation of information collection increases	Automation of information collection increases the	SMA adopts MITA Framework and industry standards

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the process?	manually intensive and susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	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.	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.	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. Program policy is vague and incomplete.	Program policy 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. Program policy is central, up-to-date and accurate. Accessibility is	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.

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			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 expense to accomplish tasks. Process meets minimum state	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	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving efficiency	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities

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	process guidelines and SMA performance standards. Efficiency is low.		improving efficiency to 95% or higher.	to 98% or higher.	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 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 and entities improving	SMA adopts MITA Framework, industry standards and information exchange with interstate agencies and entities improving stakeholder	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving

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			stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	satisfaction to 95% or higher.	stakeholder satisfaction to 98% or higher.