MITA
Medicaid Information
Technology Architecture

PM – Provider Information Management

Manage Provider 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 paper-based 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 stores the enhanced provider background and screening information as well as application fees within the state. Provider Network information is shared with Health Insurance Exchange (HIX). SMA produces audit trail of decision 100% of the time.	SMA automates process to the full extent possible across the interstate and stores the enhanced provider background and screening information as well as application fees within the region. Provider Network information is shared with Health Insurance Exchange (HIX).	SMA automates process to the full extent possible across the nation. This process uses and stores the enhanced provider background and screening information as well as application fees in a federal repository. Provider Network information is shared with Health Insurance Exchange (HIX).
How does the State Medicaid Agency validate application information?	SMA manually validates information. Staff contacts external and internal document verification sources via telephone, facsimile, mail. Decisions on information verifications	Many application information validations are automatic (Social Security Number (SSN), address, birth certificate, etc.). Validation is	SMA adopts MITA Framework, industry standards, and national standards within the intrastate that use standardized business rules definitions for	SMA adopts MITA Framework, industry standards, and national standards across the interstate that use regional standardized business rules	SMA adopts MITA Framework, industry standards, and national standards across the nation that use national standardized business rules

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

PM – Provider Information Management

Manage Provider Information

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	take multiple business days. Validation is manual and subjective.	consistent and based on business rules.	consistent validation within the state.	definitions for consistent validation within the region.	definitions for consistent validation.
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 intrastate exchange of information.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for clinical and interstate information exchange of information on a regional basis.	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national exchange of information mandated by federal standards.
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 HIPAA 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 regional agencies and entities to adopt national standards, and to develop and share reusable processes including clinical information.	SMA collaborates with federal agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.

PM – Provider Information Management

Manage Provider Information

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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). Manual and semi-automatic steps delay updates; updates take from one week to one month. Notifications are inconsistent in regards to time, and in general, are not timely (i.e., five (5) or more business days later than the update).	Process timeliness improves through use of automation. Timeliness exceeds legal requirements. On the average, updates occur daily (within 24 hours). Notifications are available on the day of the modification.	Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional Health Insurance Exchange (HIX). Timeliness exceeds Level 2.	Information is available in near real time. SMA has regional 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 the process?	Use of direct data entry for information collection is manually intensive and	HIPAA standard transactions improve accuracy of information but the	Automation of information collection increases the reliability of SMA's	Automation of information collection increases the reliability of regional	SMA adopts MITA Framework and industry standards for information

PM – Provider Information Management

Manage Provider Information

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
	susceptible to inconsistent or incorrect information. Stakeholders are unable to rely on information for decision-making.	decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	sources of information. SMA adopts MITA Framework and industry standards for information exchange by regional agencies. Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	exchange with national agencies. 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 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 regional 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.

MITA
Medicaid Information
Technology Architecture

PM – Provider Information Management					
Manage Provider Information					
Capability Question	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**
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. Requires numerous data entry staff to key new and updated information, and reconcile duplicates and data inconsistencies	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 regional information exchange improving 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 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 regional 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.

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

MITA
Medicaid Information
Technology Architecture

PM – Provider Information Management					
Manage Provider Information					
Capability Question	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**
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 regional 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 stakeholder satisfaction to 90% or higher.	SMA adopts MITA Framework, industry standards and information exchange with regional agencies and entities improving stakeholder satisfaction to 95%	SMA adopts MITA Framework, industry standards and information exchange with national agencies and entities improving stakeholder satisfaction to 98%

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

PM – Provider Information Management					
Manage Provider Information					
Capability Question	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**
			SMA uses survey or questionnaire for information collection.	or higher.	or higher.