MITA
Medicaid Information
Technology Architecture

PL – Health Benefits Administration

Manage Health Benefit 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 uses business intelligence tools to analyze data to support maintenance of the health benefit packages.	SMA automates process to the full extent possible within the intrastate. Health Benefit information is shared with Health Insurance Exchange (HIX).	SMA automates process to the full extent possible across the interstate. Health Benefit information is shared with Health Insurance Exchange (HIX).	SMA automates process to the full extent possible 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 flexible are the contents of the health benefit package?	Health benefit packages have pre-set services and provider types.	SMA structures waiver programs to permit more flexibility around selection of services and providers within a health benefit package.	The process is fully flexible to the extent possible across the intrastate All programs introduce flexibility within	The process is fully flexible to the extent possible across the interstate.	The process is fully flexible to the extent possible across the nation.

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			health benefit packages, enabling consumer driven health care with more choices among services and provider types.		
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 nationally recognized standards and Electronic Data Interchange (EDI) transactions. SMA collaborates with Waiver programs, other agencies, Managed Care Organizations (MCOs) through a Memoranda of Understanding (MOU) to define shared services.	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 information.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine operations.

Business Capability Quality: Timeliness of Process

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How timely is the end-to-end process?	Process meets threshold or mandated	Process timeliness improves through use of automation. Timeliness	Timeliness improves via state and federal collaboration, use of	Information is available in near real time. Processes that	Information is available in real time. Processes improve

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	requirements for timeliness (i.e., the process achieves results within the time specified by law or regulation). The health benefit changes take a significant amount of time to complete, depending on the complexity and cost of coverage affected.	exceeds legal requirements.	information sharing, standards, and regional information exchange hubs. Timeliness exceeds Level 2.	use clinical information result in immediate action, response, and results. SMA has interstate interoperability, which further improves timeliness over Level 3.	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

Capability Question	Level 1	Level 2	Level 3	Level 4	Level 5
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's internal information. External sources of information use MITA Framework and industry standards for information exchange. Decision-making is automatic using standardized	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.	SMA adopts MITA Framework and industry standards for information exchange with national agencies. Decision-making is automatic using national standardized business rules definitions. Accuracy rating is at 99% or

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			business rules definitions. Accuracy rating is at 99% or higher.	Decision-making is automatic using regional standardized business rules definitions. Accuracy rating is at 99% or higher.	higher.
How accessible is the information in the process?	SMA stores information in disparate systems including paper storage and obtains information manually. SMA does not publish or widely distribute the health benefit package.	SMA stores information in disparate systems, but automation and nationally recognized standards increase accessibility. SMA publishes the health benefit packages on state's web site. Accessibility is greater than 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 of the process compared to the benefits of its	High relative cost due to low number of automatic, standardized tasks.	Automation improves process and allows focus on exception resolution, improving cost effectiveness ratio	SMA adopts MITA Framework, industry standards, and other nationally recognized standards further	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for	SMA adopts MITA Framework, industry standards, and other nationally recognized standards for

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results?		over Level 1.	improving cost effectiveness ratio over Level 2.	interstate information exchange. SMA increases cost effectiveness ratio over Level 3.	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. Health	Automation and standardized business rules definitions reduce error and improve	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information	SMA adopts MITA Framework, industry standards and information

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	benefit packages are inflexible and lock members into a single package. Accuracy is low.	accuracy above Level 1.	exchange with intrastate agencies and entities improving accuracy to 90% or higher.	exchange with interstate agencies and entities improving accuracy to 98% or higher.	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 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.