

| CM – Authorization Determination | | | | | |
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| Authorize Referral | | | | | |
| 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. Primary care provider approves of services by other providers in keeping with state business rules. | SMA uses a mix of manual and automatic processes to accomplish tasks. Primary care provider uses an on-line form to authorize the referral. | SMA automates process to the full extent possible within the intrastate. | SMA automates process to the full extent possible within the region. | 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 HIPAA and state-specific standards. SMA adopts the Accredited Standards Committee (ASC) X12 278 Health Care Services Review Information transaction. | 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 regional information exchange. | SMA adopts MITA Framework, industry standards, and other nationally recognized standards for national information exchange. |
| How easy is it to change the business rules of Authorize Referral? | Manual rule changes require many business days for approval and implementation. | Although there may be some automation of standardized business rules definitions, changes | Adoption of the separation of standardized intrastate business rules definitions from | Adoption of the separation of regionally standardized business rules | Adoption of the separation of nationally standardized business rules |

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| | | and maintenance are labor intensive. | core programming, available in both human and machine-readable formats. | definitions from core programming, available in both human and machine-readable formats. | definitions from core programming, available in both human and machine-readable formats. |
| 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 agencies and entities for national (and international) interoperability 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 | Process timeliness improves through use of automation. Timeliness exceeds legal requirements. | Timeliness improves via state and federal collaboration, use of information sharing, standards, and regional information exchange hubs. The | Information is available in near real time. Processes that use clinical information result in immediate action, response, and | Information is available in real time. Processes improve further through connectivity with other States and with federal agencies. |

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| | specified by law or regulation). The Authorize Referral may take many business days to complete. | | process requires five (5) minutes or less for routine requests. More complex requests may require 30 minutes to review documentation. | results. SMA has regional interoperability. The process requires five (5) minutes or less for routine requests. More complex requests may require 30 minutes to review documentation. | 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. Stakeholders are unable to rely on information for decision-making. Information | 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 for information exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or | Automation of information collection increases the reliability of regional sources of information. SMA adopts MITA Framework for information exchange by interstate agencies. Decision-making is automatic using regional standardized business rules | 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. |

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| | | | higher. | 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 to less than one (1) hour. | SMA obtains information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. Accessibility is 30 seconds or less. | SMA obtains information easily and exchanges with interstate agencies and entities. Accessibility is 30 seconds or less. | SMA obtains information easily and exchanges with national agencies and entities. Accessibility is 30 seconds or less. |
| 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 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. |

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| 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. |
| 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 95% 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. |

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| 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 regional 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. |