

EE – Provider Enrollment					
Capability Question	Disenroll Provider				
	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 accomplish tasks.	SMA fully automates the provider disenrollment process within the intrastate. SMA shares Provider Network information with Health Insurance Exchange (HIX). SMA produces audit trail of disenrollment decision 100% of the time.	SMA fully automates the provider disenrollment within the region. SMA shares Provider Network information with Health Insurance Exchange (HIX). SMA shares Meaningful Electronic Health Record information with the Registration and Attestation (R&A) System.	SMA fully automates the provider disenrollment process across the nation. SMA shares Provider Network information with Health Insurance Exchange (HIX). SMA shares Meaningful Electronic Health Record information with the R&A System.
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, standard provider disenrollment interfaces, and other nationally recognized provider disenrollment	SMA adopts MITA Framework, standard provider disenrollment interfaces, and other nationally recognized provider disenrollment	SMA adopts MITA Framework, standard provider disenrollment interfaces, and other nationally recognized provider disenrollment

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			standards for intrastate exchange of provider disenrollment information.	standards for regional exchange of provider disenrollment information.	standards for national exchange of provider disenrollment 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 HIPAA standards and Electronic Data Interchange (EDI) transactions.	SMA collaborates with other intrastate agencies and entities to adopt national provider disenrollment standards as well as develop and share reusable business services.	SMA collaborates with other regional agencies and entities to adopt national provider disenrollment standards as well as develop and share reusable provider disenrollment processes including clinical information.	SMA collaborates with agencies and entities for national (and international) interoperability improvements that maximize automation of routine provider disenrollment 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	Process timeliness improves through use of automation. Timeliness exceeds legal requirements. Process completes within five (5) business days or less.	Timeliness improves via state and federal collaboration, use of provider disenrollment information sharing, standards, and	Provider disenrollment information is available in near real time. Provider disenrollment processes ensure	Provider disenrollment information is available in real time. Provider disenrollment processes improve

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	time specified by law or regulation). Process completes within ten (10) business days or more.		regional information exchange hubs. Process completes in 24 hours or less.	immediate action, response, and results. SMA has regional interoperability, which further improves timeliness over Level 3.	further through connectivity with other States and with federal agencies. Most provider disenrollment 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.	HIPAA standard transactions improve accuracy of information but the decision-making process may be erroneous or misleading. Accuracy is higher than at Level 1.	SMA automates the collection of provider disenrollment increasing the reliability of SMA's internal information. External sources of provider disenrollment information use MITA Framework and industry standards for information	SMA automates the collection of provider disenrollment information increasing the reliability of regional sources of information. SMA adopts MITA Framework and provider disenrollment standards for	SMA adopts MITA Framework and industry standards 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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			exchange. Decision-making is automatic using standardized business rules definitions. Accuracy rating is at 99% or higher.	information exchange with regional agencies. Decision-making is automatic using regional 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 provider disenrollment information easily and exchanges with intrastate agencies and entities based on MITA Framework and industry standards. Accessibility is greater than Level 2.	SMA obtains provider disenrollment information easily and exchanges with regional agencies and entities. Accessibility is greater than Level 3.	SMA obtains provider disenrollment information easily and exchanges with national agencies and entities. Accessibility is greater than Level 4.

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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, provider disenrollment standard messages, and other nationally recognized standards further improving cost effectiveness ratio over Level 2.	SMA adopts MITA Framework, provider disenrollment standard messages, and other nationally recognized provider disenrollment standards for regional information exchange improving cost effectiveness ratio over Level 3.	SMA adopts MITA Framework, provider disenrollment standard interfaces, and other nationally recognized standards for national (and international) information exchange of provider disenrollment information improving 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	Automation and state standards increase productivity. Efficiency is higher than Level 1.	SMA adopts MITA Framework and provider disenrollment standard messages with intrastate	SMA adopts MITA Framework and provider disenrollment standard messages with regional	SMA adopts MITA Framework and provider disenrollment standard messages with national

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	minimum state process guidelines and SMA performance standards. Efficiency is low.		agencies and entities improving efficiency to 95% or higher.	agencies and entities improving efficiency to 98% or higher.	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 and provider disenrollment standard messages with intrastate agencies and entities improving accuracy to 90% or higher.	SMA adopts MITA Framework and provider disenrollment standard messages with regional SMA and entities improving accuracy to 98% or higher.	SMA adopts MITA Framework and provider disenrollment standard messages 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	Automation and standardization provides clear and useful information. Stakeholder satisfaction is	SMA adopts MITA Framework and provider disenrollment standard messages with intrastate	SMA adopts MITA Framework and provider disenrollment standard messages with regional	SMA adopts MITA Framework and provider disenrollment standard messages with national

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	process.	greater than Level 1.	agencies and entities improving stakeholder satisfaction to 90% or higher. SMA uses survey or questionnaire for information collection.	agencies and entities improving stakeholder satisfaction to 95% or higher.	agencies and entities improving stakeholder satisfaction to 98% or higher.