

## Care Management (CM)

### CM: Admit/Enroll Client Process

Item	Details
<b>Description</b>	The <b>Admit/Enroll Client</b> business process admits a client to a particular facility and/or enrolls a client in a particular program. The process receives data from the <b>Intake Client</b> and <b>Screening and Assessment</b> processes, identifies additional client data needs for admission and enrollment in specific facilities and programs (financial, diagnostic, geographic), sends the data to client and provider/contractor databases or interfaces, and notifies the client and providers/contractors. <b>NOTE:</b> There is a separate business process for <i>Discharge Client</i> .
<b>MITA Reference</b>	Source Process Name: <i>Enroll Member</i> Source Process Business Area: <i>Member Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details <a href="http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp">http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp</a>
<b>Sample Data</b>	Client information   Admitting provider/contractor information

### CL: Admit/Enroll Client: Maturity Levels

Level 1	Level 2	Level 3	Level 4	Level 5
<p>Client fills out one or more paper forms for various programs and services. This business process is primarily conducted via paper using nonstandard forms and data. The process is inconsistent in the application of the rules and in response timing. Format and content are not HIPAA compliant, and are likely state-specific, using state-specific business rules. Data is not comparable across agency and program silos.</p> <p>This Level complies with agency requirements.</p>	<p>Client fills out only one form for various programs and services. The process incorporates direct connectivity to provider/contractor; Web interfaces; basic business rules; and state agency specific standards. Data and formats are aligned to conform to national standards. Admission and enrollment processes are standardized and automated within the agency.</p> <p>This Level includes additional data and quality edits.</p>	<p>Admission and enrollment are merged into a single process and coordinated across agencies and programs. The process is fully automated and uses clinical records to assist the admission/enrollment process. Cross agency collaboration results in a one-stop shop, with shared processes for some steps. Interfaces use BH-MITA standardized data and are compatible with Medicaid MITA.</p> <p>At this Level data is standardized against HL7 RIM.</p>	<p>Admission and enrollment processes are automated using point-to-point collaboration through HIEs statewide. The process has automated access to clinical and provider/contractor data. Provider/contractor alerts are fully automated; admission and enrollment information is selfpopulated.</p> <p>This Level adds clinical data.</p>	<p>Admission and enrollment processes are automated through HIEs nationwide. The process automatically verifies the data, designs a client specific service package; and admits/enrolls the client in specific facilities and programs.</p> <p>This Level adds nationwide technical interoperability.</p>
<p><b>VA As Is:</b> <b>2010 MITA:</b> Central Office (Department of Behavioral Health and Developmental Services - DBHDS) is mostly a level 1</p>				

with some level 2 (not HIPAA compliant). CSBs (Community Services Board) are between a level 1 and a level 2.				
<b>VA To Be:</b>	<b>2010 MITA:</b> CSBs want to be a solid level 2.	<b>2010 MITA:</b> Central Office would like to be a level 3 and ultimately a level 4.		
<b>Automation</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
All/mostly paper	Internal processes mostly automated	Internal agency processes/interfaces mostly automated	External agency processes/interfaces mostly automated	Non-state entity processes/interfaces mostly automated
<b>VA As Is:</b>	<b>2010 MITA:</b> Central Office and CSBs are at a level 2.			
<b>VA To Be:</b>		<b>2010 MITA:</b> All parties would like to be a level 3 and ultimately a level 4.		
<b>Standards</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
Use few or no national standards	Internal processes use national standards	Internal agency processes/interfaces mostly use national standards	External agency processes/interfaces mostly use national standards	Non-state entity processes/interfaces mostly use national standards
<b>VA As Is:</b> <b>2010 MITA:</b> CSBs between a level 1 and a level 2. Central Office is a level 1.				
<b>VA To Be:</b>	<b>2010 MITA:</b> CSBs would like to be a solid level 2.	<b>2010 MITA:</b> Central Office would like to skip level 2 and move right to a level 3.		
<b>Cross Coordination</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
Little/no coordination across processes or with other programs	Internal agency operational processes coordinated	Internal agency program processes coordinated	External agency program and operational processes coordinated	Non-state entity program and operational processes coordinated
<b>VA As Is:</b> <b>2010 MITA:</b> CSBs and Central Office are at a level 1.				
<b>VA To Be:</b>	<b>2010 MITA:</b>	<b>2010 MITA:</b>		

	CSBs would like to be a solid level 2.	Central Office would like to skip level 2 and move right to a level 3.		
Client Data				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no access to client specific data	Internal processes have access to client specific data	Internal agency processes have access to client specific data	External agency processes have access to client specific data	Non-state entity processes have access to client specific data
<b>VA As Is:</b>	<b>2010 MITA:</b> CSBs and Central Office are at a level 2.			
<b>VA To Be:</b>		<b>2010 MITA:</b> CSBs would like to move to a level 3 with electronic health records.	<b>2010 MITA:</b> Central Office would like to skip level 3 and move to a level 4 with electronic health records.	
Interoperability				
Level 1	Level 2	Level 3	Level 4	Level 5
None	Limited interoperability internally or limited to claims processing systems	Interoperability with internal agency systems other than claims processing	Interoperability with external agency systems other than claims processing	Interoperability with non-state entity systems
<b>VA As Is:</b>	<b>2010 MITA:</b> CSBs and Central Office are at a level 2.			
<b>VA To Be:</b>		<b>2010 MITA:</b> CSBs would like to move to a level 3 with electronic health records.	<b>2010 MITA:</b> Central Office would like to skip level 3 and move to a level 4 with electronic health records.	