

Care Management (CM)

CM: Coordinate/Manage Case Process				
Item	Details			
Description	The Coordinate/Manage Case business process uses Federal and State-specific criteria and rules to ensure appropriate and cost-effective medical, medically related social and behavioral health services are identified, planned, obtained and monitored for clients. It includes activities to confirm delivery of services and compliance with the plan, as well as service planning and coordination, brokering of services (finding providers, establishing service limits, etc.), continuity of care, and advocating for the client.			
MITA Reference	Source Process Name: <i>Manage Case</i> Source Process Business Area: <i>Care Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp			
Sample Data	Client information Provider/contractor information Payment history Information Service information	Case history Assessment protocol Treatment plan protocol		
CL: Coordinate/Manage Case: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
This business process is primarily conducted via paper using non-standard forms and data. The process is inconsistent in the application of the rules and in response timing. Format and content are non-standard, and are likely statespecific, using statespecific business rules. Care is not coordinated across agency and program silos. This Level complies with agency requirements.	The process incorporates direct connectivity to other agencies, programs, and providers/contractor using Web interfaces; some basic business rules and state agency specific standards are in place. Data and formats are aligned to conform to national standards. Care management processes are standardized and automated within the agency; some coordination occurs. This Level includes additional data and quality edits.	The process is fully automated. Cross agency collaboration results in improved care coordination, and some processes are shared. Interfaces use BH-MITA standardized data and are compatible with Medicaid MITA. At this Level data is standardized against HL7 RIM.	The process is automated using point-to-point collaboration through HIEs statewide. The process has automated access to clinical and treatment plan data. All care participants are automatically notified and updated when new information is available, and mechanisms are in place to quickly and easily make coordinated and fully informed decisions. This Level adds clinical data.	Care management processes are automated through HIEs nationwide. The process automatically gathers and verifies the data, treatment teams are virtually convened, and decisions made promptly using evidence-based practices. This Level adds nationwide technical interoperability.
VA As Is: 2010 MITA: Facilities (Department of Behavioral Health and Developmental Services Facilities) at a level 1. CSBs	2010 MITA: Central Office is between a level 2 and a level 3 depending on the program.			

(Community Services Board) are between a level 1 and a level 2.				
VA To Be:	2010 MITA: CSBs would like to be a solid level 2 and they think they can get there by implementing electronic medical records.	2010 MITA: Facilities and Central Office would like to move from a level 1 and 2 to a level 3 by using HL7 and standards.		
Automation				
Level 1	Level 2	Level 3	Level 4	Level 5
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
VA As Is:	2010 MITA: CSBs and Central Office are both at a level 2.			
VA To Be:		2010 MITA: Level 3 is the desire for CSBs and Central Office by utilizing HL7 for interfaces.		
Standards				
Level 1	Level 2	Level 3	Level 4	Level 5
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
VA As Is:	2010 MITA: Facilities are at a level 2 and CSBs are between a level 2 and level 3. Not every CSB is CARF accredited.	2010 MITA: Central Office is at a level 3. All applications are based on federal reporting requirements, Joint Commission (JC) standards, Part C standards and CMS.		
VA To Be:		2010 MITA: CSBs, Facilities and Central Office will continue to use standards and their desire is to move to the next maturity level.		
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no coordination across	Internal agency operational	Internal agency program processes	External agency program and	Non-state entity program and

processes or with other programs	processes coordinated	coordinated	operational processes coordinated	operational processes coordinated
VA As Is:	2010 MITA: Central Office is at a level 2. CSBs are between a level 2 and a level 3.			
VA To Be:		2010 MITA: Solid level 3 for all parties.		
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
VA As Is:	2010 MITA: CSBs are between a level 2 and a level 3.	2010 MITA: Central Office is a level 3.		
VA To Be:			2010 MITA: All parties would like to move to a level 4 with external agency processes having access to client specific data.	
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
VA As Is:	2010 MITA: Facilities are between a level 2 and a level 3.	2010 MITA: Central Office and CSBs are at a level 3.		
VA To Be:			2010 MITA: Electronic health records will move everyone to the next level.	