

Accountability Management (AM)

AM: Manage Disallowances Process				
Item	Details			
Description	The Manage Disallowances process monitors and helps assure provider/contractor compliance with requirements for receiving funding and reimbursement. The process assists providers/contractors in adopting documentation and business practices that support obtaining sufficient and appropriate revenue, and protect them from vulnerability to revenue reductions. Different payers may have different criteria and rules.			
MITA Reference	None.			
Sample Data	Provider/contractor data Payment files		Provider/contractor contracts Payer requirements	
AM: Manage Disallowances Process: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>The process is largely conducted manually and in an ad hoc manner. Materials are prepared and updated manually, and distributed by mail or in person. The process varies across multiple, siloed programs is uncoordinated, and nonstandard. Quality and consistency is variable.</p> <p>This Level complies with agency requirements.</p>	<p>Increased use of agency standards improves communication of information and technical assistance. Electronic materials and training are available via a Web portal. Standard educational information is maintained and distributed to providers/contractors via electronic media.</p> <p>This Level includes additional data and quality edits.</p>	<p>Technical assistance materials are available via state Web portals using BH-MITA and MITA standard data and interfaces and are shared with other collaborating agencies. Repositories of requirements facilitate customized material development. Training courses are available online, and completion is documented.</p> <p>At this Level data is standardized against HL7 RIM.</p>	<p>Technical assistance is largely handled through HIEs statewide; regular training and messaging are automatic. All health care agencies collaborate in technical assistance to providers/contractors statewide. Clinical and administrative information can automatically trigger technical assistance material to be sent or alert the agency for assistance.</p> <p>This Level adds clinical data.</p>	<p>Technical assistance is largely handled through HIEs nationally; states can share provider/contractor technical assistance materials through HIEs as well. Nationwide collaborations streamline assistance to providers/contractors anywhere in the country.</p> <p>This Level adds nationwide technical interoperability.</p>
VA As Is: There is variation across the state. BHDS and some of the facilities are at Level 1 with some Level 2.	DMAS is at Level 2.	CSBs are at Level 3.		
VA To Be:		Virginia will continue to progress to the next level.		
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: There is variation across the state.	CSBs and some facilities are at Level 2	Some Level 3 (CSBs/facilitites)		

BHDS and some of the facilities are at Level 1.				
VA To Be:	Virginia will continue to progress to the next level.			
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: Virginia is at Level 1. BHDS uses CMS audit criteria (CARF), but is not aware of national standards.	Some Level 2.			
VA To Be:	Virginia will continue to progress towards Level 2.			
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
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
VA As Is:	Virginia is a Level 2 overall.		DMAS' KeyPro authorizations have some Level 4.	
VA To Be:		Virginia will work towards 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
VA As Is:	Some facilities and CSBs are at Level 2 with some Level 3.	BHDS is mostly at a Level 3 with some Level 4.		
VA To Be:	Virginia will continue to progress to the next level.			
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:	Virginia is mostly at	Some Level 3.		

	a Level 2.			
VA To Be:		Virginia will continue to progress to the next level.		