

Accountability Management (AM)

AM: Manage Case Process							
Item	Details						
Description	The Manage Case business process receives a case file from an investigative unit with the direction to respond to the case, participate in the case, or pursue the case to closure. The case may result in civil or criminal charges, in corrective action, in removal of a provider, contractor, trading partner or client from the program; or the case may be terminated or suspended. Each type of case is driven by different criteria and rules, different relationships, and different data. Each type of case calls for different types of external investigation.						
MITA Reference	Source Process Name: <i>Manage Case</i> Source Process Business Area: <i>Program Integrity 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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Member Information</td> <td style="width: 50%;">Benefits/Reference Information</td> </tr> <tr> <td>Provider Information</td> <td>Program Information</td> </tr> <tr> <td>Payment History Information</td> <td>Medical records requested from providers</td> </tr> </table>	Member Information	Benefits/Reference Information	Provider Information	Program Information	Payment History Information	Medical records requested from providers
Member Information	Benefits/Reference Information						
Provider Information	Program Information						
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AM: Manage Case: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>This business process is primarily manual, using nonstandard formats and data. Requirements may be variable across agencies. The process is often lengthy and inconsistent in the application of the rules.</p> <p>This Level complies with agency requirements.</p>	<p>The process incorporates direct connectivity across agencies; Web interfaces; basic business rules; and enhanced consistency of process and timing. Formats and data are standardized within state health agencies, and information can be shared online. Increased availability of data electronically aids the investigation process. Case investigation is more automated, so consistency and timeliness is improved.</p> <p>This Level includes additional data and quality edits.</p>	<p>The process has virtual access to administrative records and self adjusting business rules. Formats and data are standardized and automated within all state health agencies, and processes are shared and coordinated. Case investigation can be facilitated by automated review of the data, and rules are consistently applied. 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>Formats, data and processes are standardized and automated using HIEs across all government agencies at all levels in the state. The process uses virtual administrative records and integrated systems to further the investigation. Standards and cross agency communication reduce time needed to complete the investigation.</p> <p>This Level adds clinical data.</p>	<p>Formats, data and processes are standardized and automated using HIEs across all government agencies at all levels nationwide. The process has point-to-point collaboration and full interoperability with other local, state, and federal programs with complete virtual access to administrative and clinical data.</p> <p>This Level adds nationwide technical interoperability.</p>
VA As Is: Virginia is mostly at Level 1	Some Level 2			
VA To Be:	Virginia will continue to move towards Level 2.			

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: Virginia is mostly at a Level 1. Some	Some facilities have aspects of Level 2.	CSBs are operating at a Level 3.		
VA To Be:		Virginia will continue to work towards 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 mostly Level 2.	Some Level 3. BHDS is a Level 3.		
VA To Be:	Virginia will continue to work towards the next Level.			
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 mostly at a Level 1.	Some facilities are at Level 2.	Some aspects of Level 3 & 4 (e.g. shared licensing info).		
VA To Be:		Virginia will continue to work towards the next Level.		
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 aspects of Level 2.	Virginia is mainly at a Level 3 & 4.	Virginia is mainly at a Level 3 & 4.	
VA To Be:		Virginia will continue to work towards 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 a Level 2.		CSBs exchange of data with the Central	

			Office is at a Level 4.	
VA To Be:		Virginia will continue to work towards the next Level.		