

Accountability Management (AM)

AM: Initiate Case Process	
Item	Details
Description	The Initiate Case business process uses criteria and rules to identify patterns or parameters of acceptable/unacceptable behavior, determine when action is needed, and open a case for further investigation. Each type of case is driven by different criteria and rules, different relationships, and different data.
MITA Reference	Source Process Name: <i>Identify Candidate 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	Member Information Provider Information Payment History Information
	Benefits/Reference Program Information Case Selection Parameters

AM: Initiate 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 case identification. Case investigation is more automated, so consistency and set up time 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. Cases can be initiated from 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 immediately set up cases for further investigation. Standards and cross agency communication reduce time needed to set the case in motion.</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				
VA To Be				

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				
VA To Be				

Standards

Level 1	Level 2	Level 3	Level 4	Level 5
Use few or no national standards	Internal processes use national	Internal agency processes/interfaces	External agency processes/interfaces	Non-state entity processes/interfaces

	standards	mostly use national standards	mostly use national standards	mostly use national standards
VA As Is				
VA To Be				
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				
VA To Be				
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				
VA To Be				
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				
VA To Be				