

Client Management (CL)

CL: Inquire Client Information Process				
Item	Details			
Description	The Manage Client Information business process is responsible for managing all operational aspects of agency client data, which is the source of comprehensive information about applicants and clients, and their interactions with the state agency. The client database includes demographic, financial, socio-economic, treatment, service, health status, and outcomes information. Business processes that generate applicant or client information send requests to the client database to add, delete, or change this information. The client database provides access to client records to internal and external users.			
MITA Reference	Source Process Name: <i>Manage Member Information</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 http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp			
Sample Data	Client demographic, financial, socioeconomic, treatment, service, health status, and outcomes information Referral and placement information	Client communications history Services requested and provided Any interactions related to any client grievance/appeal		
CL: Manage Client Information: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>This business process is primarily via paper, telephone, & fax; inquiries are received from various sources using non-standard formats. The process is inconsistent in the application of the rules and in response timing.</p> <p>This Level complies with agency requirements.</p>	<p>Inquiries about clients are communicated in a standard format. The process incorporates direct connectivity to agency programs and provider/contractors; Web interfaces for inquiries; basic business rules; and state agency specific standards. Routine inquiries for client information are standardized and automated within the agency.</p> <p>This Level includes additional data and quality edits.</p>	<p>Inquiries about clients incorporate national data standards, and results are standard, consistent and more accurate. The process has virtual access to client data. Cross agency collaboration results in a one-stop shop, with information accessible to external partners and clients via the Web. 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>Client databases are federated with HIEs statewide so that any authorized stakeholder can request client specific clinical information. Client health record locator services are integrated into HIEs to enhance responses to inquiries regarding clients.</p> <p>This Level adds clinical data.</p>	<p>Client information is federated with HIEs nationally so that any stakeholder can request provider/contractor information to the extent authorized anywhere in the country.</p> <p>This Level adds nationwide technical interoperability.</p>
<p>VA As Is 2010: Mostly Level 1. The Facilities mostly operate at Level 1 where home office has more automation and</p>	<p>VA As Is 2010: Some standards are used and Joint Commission guidelines utilized. Some data exchanges occur</p>			

operates in a Level 2 more often.	but nothing consistently.			
	<p>VA To Be 2010: All Facilities would like to move towards Electronic Medical Records and the automation that goes along with that functionality.</p> <p>Continue to move towards Level 2 and 3 processes.</p>			
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: Mostly Level 1 manual/paper processes occurring.	VA As Is 2010: Some internal processes are automated in some Facilities.			
	<p>VA To Be 2010: All Facilities would like to move towards Electronic Medical Records and the automation that goes along with that functionality.</p> <p>Continue to move towards Level 2 and 3 processes.</p>			
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: Most Facilities are operating at a Level 1 using some standards such as Joint Commission Standards.	VA As Is 2010: Several Facilities are using some national standards (CPT and ICD9 standards) but not all of them.			
	VA To Be 2010: All Facilities would like more automation and to			

	use more standards for their processes.			
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 2010: Most Facilities are operating at a Level 1 with some coordination with other programs.	VA As Is 2010: Some Facilities are utilizing shared databases for use of patient discharge plans.			
	VA To Be 2010: All Facilities would like to move forward to Level 2 with cross coordination efforts.			
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: Most Facilities are operating at a Level 1 with some access to client specific data.	VA As Is 2010: Some Facilities are utilizing shared databases.			
	VA To Be 2010: All Facilities would like to move forward to Level 2.			
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: Most Facilities are operating at a Level 2 by being able to access databases (with proper security authority) across Facilities.	VA As Is 2010: Some Level 3 functionalities exist but still limited.		
		VA To Be 2010: All Facilities would like to move forward		

		<p>with the Electronic Medical Records automation.</p> <p>Interoperability among CSBs is desired so they can exchange information among all partners.</p> <p>Standard data definitions will help the Facilities to move towards interoperability.</p>		
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