

Client Management (CL)

CL: Inquire Client Information Process					
Item	Details				
Description	The <i>Inquire Client Information</i> business process receives requests for client information from authorized providers, programs or business associates; performs the inquiry; and prepares the response data set. The client database includes demographic, financial, socio-economic, treatment, service, health status, and outcomes information.				
MITA Reference	Source Process Name: <i>Inquire Provider Information</i> Source Process Business Area: <i>Provider 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%;"> <tr> <td style="width: 50%;">Client information and history databases</td> <td style="width: 50%;">Client grievances/appeals</td> </tr> <tr> <td>Referral and placement information</td> <td>Client communications history</td> </tr> </table>	Client information and history databases	Client grievances/appeals	Referral and placement information	Client communications history
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CL: Inquire 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>
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	Internal processes	Internal agency	External agency	Non-state entity

national standards	use national standards	processes/interfaces mostly use national standards	processes/interfaces mostly use national standards	processes/interfaces 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				