

## Program Management (PM)

### PM: Manage Program Information

Item	Details	
<b>Description</b>	The <b>Manage Program Information</b> business process is responsible for managing all the operational aspects of the Program Information Repository, the source of comprehensive program information used by all Business Areas and authorized external users for analysis, reporting, and decision support capabilities required by the enterprise for administration, policy development, and management functions. The Program Information Repository receives requests to add, delete, or change data in program records.	
<b>MITA Reference</b>	Source Process Name: <i>Manage Program Information</i> Source Process Business Area: <i>Program Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details <a href="http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp">http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp</a>	
<b>Sample Data</b>	Program quality measure data Service data store: Services and provider/contractor types covered; program policy; and contract information Client data store: Client demographics, service data; applicant/client financial, social, functional and clinical data	Provider/Contractor data store: Provider/contractor data, such as type, location, availability, gender, linguistic and cultural competence Claims history; encounter history; payment history data stores Care Management population health data

### PM: Manage Program Information: Maturity Levels

Level 1	Level 2	Level 3	Level 4	Level 5
<p>The process uses primarily paper/phone/fax based processing and some proprietary internal systems, using nonstandard formats and data. The process is inconsistent in the application of the rules, data reporting, and response timing.</p> <p>This Level complies with agency requirements.</p>	<p>The process is increasingly automated, incorporating Web interfaces, basic business rules, and enhanced consistency of responses and timing. Formats and data are standardized within the state. Inquiries are received and responded to electronically.</p> <p>This Level includes additional data and quality edits.</p>	<p>The process has virtual access to administrative and clinical records; self adjusting business rules; and uses clinical data to improve monitoring. Data and formats are standardized nationally. Cross agency collaboration results in a one-stop shop, with some shared processes. Interfaces use BHMITA standardized data and are compatible with Medicaid MITA.</p> <p>At this Level data is standardized against HL7 RIM.</p>	<p>Program information is accessible to any authorized party through HIEs statewide. Pointers to selected clinical information allow ongoing monitoring and quality control.</p> <p>This Level adds clinical data.</p>	<p>Full interoperability with other local, state, and federal programs with complete virtual clinical record and administrative data access. The process uses national guidelines and best practices, and eliminates redundant collection and interchange of data and improves real-time monitoring.</p> <p>This Level adds nationwide technical interoperability.</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:				
VA To Be:				

<b>Standards</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
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:				
VA To Be:				
<b>Cross Coordination</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
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:				
<b>Client Data</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
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:				
<b>Interoperability</b>				
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>
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:				